

Tilburg University

Final report on the study on crime victimisation

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Publication date:
2010

Document Version
Publisher's PDF, also known as Version of record

[Link to publication in Tilburg University Research Portal](#)

Citation for published version (APA):

van Dijk, J. J. M., Mayhew, P., van Kesteren, J. N., Aebi, M., & Linde, A. (2010). *Final report on the study on crime victimisation*. INTERVICT.

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Final report on the study on crime victimisation

Contract: 11002-2008.002-2008.711

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FINAL REPORT



August, 2010

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Glossary

CAPI	Computer Assisted Personal Interviewing
CASI	Computer Assisted Self Interviewing
CATI	Computer Assisted Telephone Interviewing
CAWI	Computer Assisted Web-based Interviewing
EC	European Commission
EU	European Union
EU-SPS	European Union Security Survey
FRA	Fundamental Rights Agency
HEUNI	The European Institute for Crime Prevention and Control, affiliated with the United Nations
ICBS	International Crime Business Survey
ICCS	International Commercial Crime Survey
ICVS	International Crime Victimization Survey
NICIS	Netherlands's Institute for Urban Research and Practice
PAPI	Paper and Pencil Interviewing
SASU	EU Security Survey
UNECE	United Nations Economic Commission for Europe
UNODC	United Nations Office on Drugs and Crime

EXECUTIVE SUMMARY

Sample surveys of the general public about their experience of common crime – so-called victimisation surveys – are now well established. In covering crimes that are both reported and not reported to the police, victimisation surveys provide a more complete measure of people's ordinary experience of crime than administrative statistics. Victimisation surveys have been carried in various countries across the world, but having been done in different ways, they are as problematic for comparative purposes as statistics of police recorded crime. The International Crime Victimization Survey (ICVS) has adopted a standardised approach in surveys carried out in a large number of countries over the last two decades. The fifth round of this comparative survey, conducted in 2004/2005, was co-funded by the European Commission. Nonetheless, the need stands for an up-to-date survey tailored to the legal and social realities of the EU and its distinct policy interests.

Such a survey was proposed under the European Commission's Action Plan on the *Hague Programme (2004-2009)*, updated in the *Stockholm Action Plan (2010-2014)*, in which the European Commission agrees to develop a comparative victimisation survey to provide data on crime as a supplement to statistics of police recorded crime. Execution of the task has been put in the hands of Eurostat. Proposals for the planned survey were submitted for discussion in the DG JLS *Expert Group on the Policy Needs of Crime and Criminal Justice Statistics*, the Eurostat *Working Group on Crime and Criminal Justice Statistics* and the *Task Force on Victimization Surveys*. HEUNI was contracted to assist in the design a draft questionnaire. In 2009, the Universities of Tilburg (the Netherlands) and Lausanne (Switzerland) were contracted by Eurostat to:

- (a) make an inventory of victimisation surveys that have been conducted in Europe;
- (b) evaluate pilot tests in 17 member states of the draft questionnaire for an EU-wide survey; and
- (c) in the light of (b) and other professional experience, to review the methodological options for a survey in all member states to take place in 2013. The planned survey is now named the *EU Security Survey (or the EU Safety Survey (SASU) or EU-SASU)*.

Alongside this, work was in hand in the United Nations on a *Manual on Victimization Surveys*. This recommends the regular conduct of victimisation surveys as a tool for the planning, monitoring and evaluation of national and local crime prevention and control policies (United Nations, 2010). Within the context of the European Union, a standardised victimisation survey would allow member states with widely divergent criminal laws and criminal justice practices to compare their experiences. This would be in relation to comparative levels of selected crimes (including different forms of violent crime), as well as fear of crime and aspects of policing. In addition, such an EU survey would provide benchmark data on the performance of the police and other agencies *vis à vis* victims of crime as regulated in the Framework Decision of 2002 (and the future Directive on Crime Victims Rights). If repeated over time, the EU survey could provide invaluable information on trends in crime in the member states.

The inventory

The inventory of victimisation surveys conducted in Europe was carried out by the University of Lausanne. It showed that surveys at the national level have been conducted in many of the member states. All member states (except Cyprus) have also taken part once or more in the standardised International Crime Victims Survey (ICVS). In some countries, where national surveys have been repeated many times, they have over the years developed into the most authoritative source of information on trends in common crime and crime-related issues. A revised version of the ICVS was piloted in 2010, with co-funding from the European Commission, in some member states.

The inventory - entitled *Review of the current situation in respect of the collection of survey data on victimisation* - is available as a separate document to this report,

The 17-country pilots evaluation

With funding from the European Commission, a draft questionnaire for an EU victimisation survey, drafted with the assistance of HEUNI, was pilot tested by the statistical authorities in 17 member states in 2009. The main impressions from the pilots were:

- Countries seem to have been reasonably successful in translating the questionnaire and in carrying out a pilot survey with their chosen mode(s).
- There was general consensus that the content of the questionnaire was of considerable interest to respondents.
- In some countries, however, questions on sexual victimisation and other violence (particularly in a domestic setting) as formulated in the initial draft questionnaire were deemed too sensitive for inclusion, in particular for the older respondents, and made the interview too long.

There is a full discussion of the results from the pilots in Chapter 2. What follows here is a synthesis of (a) information on what happened in the pilots; (b) recommendations in the UN *Manual on Victimisation Surveys*; (c) our own professional survey experience; and (d) an emerging consensus in the consultative groups set up by Eurostat mentioned above. From all these, we make recommendations on the methodological options for the SASU regarding key aspects.

Modes of data collection

As shown in Chapter 2, many interview modes were used in the pilots. A majority of countries used CATI. CAPI was also frequently tested. Both modes worked well except that Section G of the existing questionnaire (on sexual and violent victimisation) posed problems in all interview modes.

It is difficult to estimate precisely from the pilots how much response rates varied by interview mode. However, CAPI or PAPI generally achieved higher response than CATI, although CATI responses were reasonably respectable, by and large.

In addition to what happened in the pilots, the following points are important:

- Postal questionnaires are cheaper than both CATI and CAPI, but despite what seems an encouraging pilot in Germany, they seem a high-risk option. CAWI interviews will also

be cheap, but how far the SASU should accommodate CAWI interviews needs further testing. The results of the ongoing ICVS-2 pilot (discussed in Chapter 3) are of importance therefore. PAPI interviews will be more expensive than CATI or CAPI.

- In terms of standardisation and data quality, PAPI is inferior to CAPI and CATI, which may be much on a par. Data quality (validity and reliability) in CAWI has yet to be assessed. Response rates are also a problem in CAWI (although agreed panels might be a solution for this).
- Both CATI and CAWI impose limits on questionnaire length if reasonable response rates are to be maintained – no more than 20-24 minutes on average. CAPI and PAPI might allow longer interviews, but costs would rise further.
- Experience in Belgium, Finland and the Netherlands suggests that the use of CAWI in mixed mode interviewing produces higher rates of victimisation and requires reweighting to produce comparable results.

Recommendations: Although full standardisation does not seem feasible at this stage we recommend that the SASU should use the same interview mode as far as possible. CATI seems to be the best option in cost terms. There was broad – but not total – consensus about this. Some countries may not feel in a position to mount CATI interviews now, but by 2013 the situation may have changed.

Sampling and selection of respondents

There was not a great deal of variation in how samples were selected in the pilots, although a few countries accepted volunteers, and not all samples were of the national population. The pilots were not consistent in the age range of those interviewed either with regard to the lower age limit, and whether there was a cap on elderly respondents. In the majority of pilot surveys, one person per household was interviewed.

The following points are important in considering the SASU:

- For CATI, we recognise that increasing reliance on mobile phones is a problem in many countries which will need to be solved. There is also a potential problem of legal restrictions on random digit dialling. The seriousness of this should be ascertained.
- Experience shows that respondents of 16 years or older are able to answer questions about both household and personal crimes. This justifies the use of a representative sample of persons who are asked about both types of crimes. The sample could be taken either from a national registry of persons, or from a random sample of households from which one member aged 16 or more is randomly selected.

Recommendations: We think that the age range of respondents in the SASU needs to be standardised. We feel those aged 16 or more should be interviewed, but not those younger. We feel there is no strong case for imposing an upper age limit.

We would recommend interviewing only one person in the household about both household and personal crimes. Costs would increase if there were potentially different respondents for household and personal crimes, and response rates might well suffer.

Whether the ‘next birthday’ or a Kish grid method is used can probably be left to individual countries, taking account of the method they are most used to.

We would not recommend any substitution of the selected respondent, as it will introduce sample bias. Nor do we feel that 'proxy' interviewing should be allowed.

Sample size

The sample sizes in the pilots were modest, with most samples comprising 400 to 700 respondents. It is accepted that the samples in the SASU will need to be substantially larger. This said:

- The choice of sample sizes per country will depend on available resources, and the choice of modes of data collection.
- Sample size will also depend on the margins of error in the key indicators deemed acceptable from a policy perspective at a confidence level of 95%.
- One-year prevalence rates of overall victimisation should be the key indicator required from the SASU. Other key indicators will be one-year victimisation rates by individual crime types.
- The minimum numbers of victimisation incidents about which follow up information can be collected (such as reporting to the police and satisfaction with the police) should also be taken into consideration.

Recommendations: On the basis of costs estimates made by the pilot countries for the various modes, and their likely choice of modes, available resources would allow for sample sizes between 6,000 and 8,000 per member state. Such sample sizes would seem to warrant the production of indicators with acceptable margins of error for the purpose of making reliable comparisons between countries of levels of key crimes and related policy issues, and in trends in crime across countries (if the SASU is periodically repeated with similarly sized samples).

The interview (recall) period and timing of fieldwork

The questionnaire used in the pilots had differing 'recall periods', which was a source of some confusion.

The recall period needs to (a) allow less serious incidents to be remembered; (b) prevent more serious incidents being 'telescoped in'; and (c) provide enough incidents for victims to describe. An initial 5-year recall period is the best compromise for (b) and (c), with additional information on incidents in the last year. Victimisation over a one-year period would be the main measure of comparative risks, although 'last incidents' over the previous five years would be used to collect information on the nature of victimisation and experiences with the police.

Recommendations: The proven practice of asking about five-year and 12-month experiences should be retained. Differing recall periods should be avoided across the questionnaire. If the 'last calendar year' is used as the reference period, this would entail fieldwork taking place very early in 2013. As this does not seem feasible in many countries, the next best option is for fieldwork to take place at roughly the same time later in 2013 in all countries. Respondents would be asked about incidents which happened within 12 months of the date of the interview.

Interviewer training, confidentiality and ethics

Strict standards on training, confidentiality and ethics were not laid down in the pilots because of the nature of the exercise. The situation for the SASU, however, would obviously be different. This is especially so in view of the nature of questions about victimisation by crime, including that of a sexual or violent nature. Questions about safety measures and gun ownership also require attention in training.

Recommendations: Professionally trained and experienced interviewers should be used in the 2013 SASU. They also need to be specifically trained about the nature of the survey.

All elements of standard training should be maintained as regards conducting interviews efficiently, accurately, and with due regard to the respondent. But elements of training will need to be focussed on the SASU specifically – particularly with regard to questions on sexual victimisation and other violence and the conditions under which questions are asked about this.

A training video might be well worth considering – to save countries effort, and to ensure consistent training. Active training for the SASU might also be useful including role-playings, simulations, and group discussions.

Agencies should adhere to strict procedures as regards the security of data, especially micro data traceable to individual respondents. Interviewers should also abide by strict rules for maintaining the confidentiality of information given to them

Interviewers need to be able to access support for themselves in the event of stressful interviews. A debriefing exercise would be useful after a set number of interviews have been completed.

Respondents must not feel overly pressurised into agreeing to an interview, should be treated respectfully and have every confidence that the information they give will be anonymous and confidential. Procedures should be in place so that respondents can be referred onto a support agency if this seems appropriate.

Time limit for data transmission

Recommendations: Results from the SASU need to be timely for optimal policy impact. However, further consideration needs to be given to how long countries should be given to produce ‘top line’ final results, taking into account the need for these to be based on fully validated data and consistent analysis processes.

The revised questionnaire

After the pilots, a revised version of the questionnaire was designed in consultation with the *Expert Group on the Policy Needs of Crime and Criminal Justice Statistics*, and with the *Working Group on Crime Statistics* and the *Task Force on Victimisation*. In the new questionnaire, the questions on violence in Section G of the piloted questionnaire have been curtailed, as have the questions on feelings of safety and security measures.

Further reductions were made in other parts of the questionnaire in accordance with the outcome of a structured consultation with the *Expert Group* on policy priorities. Screeners on less serious types of crime such vandalism and threats were deleted. The current questionnaire is estimated to take a little over 20 minutes of interview time on average. At the request of the *Task Force*, two sets of the screener questions on violence have been

designed, one consisting of four questions and one of six (with extra screening questions on violence by partners or ex-partners).

We do not feel it is feasible to prepare a 'mode neutral' questionnaire. What CAPI and CATI can cope with will be hard to deliver in a paper questionnaire. A paper version of the questionnaire will need special attention.

Recommendation: It would seem advisable to carry out a further round of pilot tests with the revised questionnaire, including the alternative approaches to the screeners (and follow-up questions) on violent victimisation.

Further tests should also address possible effects of the use of different modes of data collection on victimisation rates and the need for possibly reweighting results.

Given that the SASU questionnaire has been drafted in English, careful attention should be given to the translation of key concepts, preferably with back translation, particularly of the screener questions.

1 INTRODUCTION

In December 2008, the University of Tilburg in collaboration with the University of Lausanne was contracted by Eurostat to investigate the development of a victimisation survey for member states.¹ The universities formed a consortium to carry out the work. This comprised Prof Jan Van Dijk, Prof Marcelo Aebi, John van Kesteren, and Antonia Linde. From September 2009 onwards Pat Mayhew joined the consortium.

In the course of the project, several interim reports were submitted to Eurostat which were discussed at meetings of the Eurostat *Working Group on Crime and Criminal Justice Statistics*, the *Task Force on Victimisation Surveys*, and the DG JLS *Expert Group on the Policy Needs of Crime and Criminal Justice Statistics*.

This final report addresses the tasks we were asked to do. These were:

- i. To assess the current situation with respect to the collection of survey data on victimisation in Europe. The inventory is available as a separate document to this report. It is entitled *Review of the current situation in respect of the collection of survey data on victimization*. A summary of main conclusions is given in Section 1.2 below.
- ii. To report on the results of pilot surveys in 17 countries undertaken to develop a victimisation module for member states, using a questionnaire developed by the *Task Force* with the assistance of HEUNI.^{2, 3} The key results are discussed in Chapter 2.
- iii. To produce a questionnaire suitable for a victimisation survey in the European Union, drawing on experience with the initial questionnaire. The questionnaire is discussed in Chapter 5. A full version is presented in Annex B.
- iv. To provide an overall review of the options for a final victimisation study in the European Union. This is discussed in Chapter 4.

Before dealing with the tasks we were set, it is worth reviewing briefly the purposes of victimisation surveys, and how these relate to the policy objectives of a European victimisation survey.

1.1 THE POLICY OBJECTIVES OF AN EU SURVEY OF VICTIMISATION

The origin of an EU-wide survey was the *Hague Programme (2004-2009)*, updated in the *Stockholm Action Plan (2010-2014)*. In this, the Council of Ministers requested the European Commission to develop a set of comparative crime statistics for member states. In the framework of the subsequent *Action Plan*, preparatory work was done to design a comparative victimisation survey that could supplement police figures of recorded crime (Aromaa *et al.*, 2007).

1 Contract number -11002.2008.002-2008.711

2 Grant 38400.2005.002-2006.052.

3 A formal report was delivered in December 2009, although it omitted results from some countries which started fieldwork later than others. These are now incorporated, together with comments that arose during and after a meeting of the *Working Group* in February 2010, and during and after a meeting of the *Task Force* in April 2010.

The strengths of crime victimisation surveys

Crime victimisation surveys were initially launched to measure the ‘true volume of crime’ - i.e., including crimes not reported to the police, and reported crimes which may not be recorded by the police. With time, however, it became clear that although surveys can reveal crimes unrecorded by the police, estimating the ‘true volume of crime’ still remained difficult with survey techniques (see Lynch, 2008 for a full discussion). Instead, the value of victimisation surveys became to be seen as twofold. First, they had an intrinsic capacity to bring into focus the extent of crime problems that affect and trouble ordinary citizens most often – which was of obvious policy use. Secondly, if surveys were conducted at regular intervals with the same methodology, they had the capacity to estimate changes in levels of crime over time; the same went for trend measurement of fear of crime and confidence in (components of) the criminal justice system.

In countries where crime trend data from surveys has been available, they have often shown a different picture from police figures (Lynch & Addington, 2007; Van Dijk, 2009). Analyses have demonstrated that when recorded crime has increased (or decreased), it could be largely driven by changes in reporting patterns, and / or changes in police recording. Independent measures of crime trends from victimisation surveys, therefore, came into their own.

Both media exposure and the policy impact of victimisation surveys have been most pronounced in countries where surveys have been conducted annually or bi-annually for some time. For example, in the UK and the Netherlands, the national surveys have produced trend data on crime for over twenty years, and they are now generally recognised as the most authoritative source on trends in volume crime (see Hough & Maxfield, 2007). Such repeated surveys have had considerable impact on policy making - for example by focussing attention on the high costs of less serious volume crime (e.g., thefts from vehicles, household burglary, and minor street violence). Surveys in Italy, France and the UK, for example, have also drawn attention to the problems of violent crime between intimates.

Victimisation surveys as a way of measuring crime in different countries

If the same questionnaire and methodology is used, crime surveys can also produce estimates of crime levels which are comparable across countries, as the *Stockholm Action Plan* envisaged (see Mayhew & van Dijk, forthcoming). Crime problems can be defined in colloquial language that reflects the perceptions of ordinary people, regardless of how offences are technically defined in national criminal codes. Moreover, repeated standardised surveys can produce change estimates which are comparable across countries. Results can be used to benchmark the impact of crime control policies on trends in crime, crime reporting by victims, and police recording. This has pertinence for the EU.

Why an EU crime victimisation survey is needed

As member states have different criminal codes and systems of policing and criminal justice, the notion of ‘Uniform Crime Statistics’ for Europe seems unlikely in the near future. Current police figures across Europe are problematic.⁴ Some of the difference between them are due to criminal codes (e.g., as regards minor thefts); others are due to different recording

⁴ For instance, the *European Sourcebook* shows that per capita rates of police recorded crimes in new member states are less than a quarter of the rates in countries like Sweden and Finland.

rules (e.g. concerning serial victimisation). Further difficulties in comparing police statistics arise because of differences in rates of reporting to the police. These tend to be lower, for instance, in new member states - perhaps because of less confidence in the capacity of the police to investigate crime reports (Van Dijk *et al.*, 2007).

One implication of these empirical observations is that improved performance of police forces and justice institutions in new member states will result in increases in recorded crimes – independent of the actual volume of crime. Thus, a programme of repeated victimisation surveys seems important not least to prevent erroneous conclusions about trends in crime in the new member states of the Union.

New member states aside, a key strength of a repeated EU victimisation survey would be its capacity to produce estimates of change in ‘volume crime’ affecting ordinary households across all jurisdictions. Such a programme would allow member states to benchmark their national crime trends against those of selected other member states, and to determine whether national policies are effective in relative terms. A programme of European surveys would also allow European institutions to allocate funds for crime prevention and control according to reliable, comparative information on trends in overall volume crime, fear of crime, and trust in the institutions (*cf.* the UN *Manual on Victimisation Surveys*).

Monitoring police performance and victim services

The EU has become more involved in the harmonisation of policies and practices in several areas of security and justice. Specifically, the European Council adopted in 2002 a *Framework Decision on the Position of the Victim in Criminal Procedure* which will now be upgraded into a Directive. This legally binding instrument introduces obligations on member states as to how victims reporting crimes to the police are treated, including the provision of specialised support for victims of crime.

From this perspective, an important secondary objective of an EU survey is the collection of comparable data on how far police forces are complying with European standards for police performance regarding victims. Of special interest in an EU survey would be questions on the impact of crimes on victims, level of reporting to the police, victims’ satisfaction with their treatment by the police, their reasons for dissatisfaction, and the provision and demand for specialised victim support services. Given the policy usefulness of this information, it can be noted that sample sizes per country should be set with a view to identifying sufficient numbers of victims who have reported crimes to the police last year (or in recent years).

1.2 THE INVENTORY OF SURVEY DATA ON VICTIMISATION

The report by Prof. Marcelo Aebi and Antonia Linde was a far-reaching review of large number of victimisation surveys, updating information collected by UNECE/UNODC. It reviews the evolution of surveys in the EU, and presents the situation in mid 2009 with respect to surveys that have been, or are being done in the 27 member states. The review

covers national surveys, academic/research studies, pilot exercises, and international surveys.⁵

The review shows that:

- There has been a considerable number of victimisation surveys carried out.
- Some surveys have been on an ad-hoc basis; some are conducted on a regular footing. Outside the context of the ICVS, twelve countries and one region (Catalonia) have conducted periodic surveys. A further eleven countries have conducted periodic surveys.
- Coverage of victimisation is sometimes included in multipurpose surveys.
- Many surveys are national, but some are at local level.
- Sample sizes have differed, as has mode of administration. Response rates have varied.
- The main European and international surveys identified were the ICVS, the EU-ICS, the ICBS / ICCS, Eurobarometer, ICVS-2, and FRA's EU-Midis European Union Minorities and Discrimination Survey (EU-Midis).

1.3 MODES OF INTERVIEW

The interview modes used in the surveys covered in the inventory differed considerably, although 19 of the 27 member states had used Computer Assisted Telephone Interviewing (CATI) as a mode of interviewing in at least one survey, and twelve countries had used face-to-face interviewing. This Chapter ends by briefly considering interview mode as it features large in any discussion on an EU-wide victimisation survey.

The mode of interviewing in victimisation surveys has changed somewhat over time. Face-to-face interviewing was the 'gold standard' in the early days, partly because of higher response rates, and partly because of incomplete telephone penetration. Telephone interviewing is now more common because it is cheaper, and according to tests does not pose problems even with respect to sensitive questions. (Indeed, tests for the Canadian *Violence against Women Survey* showed CATI to be the best option, perhaps because there is more distance between interviewer and respondent (Smith, 1989)). Telephone interviews are now usually done through CATI, whereby the questionnaire is programmed into a computer which the interviewer uses to enter responses. In developed countries where face-to-face interviews are still done, the interviewer now generally uses a laptop into which the questionnaire is again programmed – a procedure called Computer Assisted Personal Interviewing CAPI. A few countries still use non-computer aided methods - so-called Paper-and Pencil Interviewing (PAPI). These carry extra data-processing costs and the risk of errors.

A by-product of CAPI is the potential to allow respondents to use the computer themselves to answer questions of a sensitive nature – a technique known as Computer Assisted Self Interviewing (CASI). CASI imposes some limits on the complexity of questions that can be asked, but has nonetheless proved valuable, particularly in increasing the level of sexual and domestic violence revealed.

5 It takes into account the documentation of existing surveys by the UNECE/UNODC Task Force, the study conducted for Eurostat by HEUNI in 2007, and the publications produced by the CRIMPREV Network.

Mail surveys have generally decreased in popularity over time. Their chief benefit is that there are relatively cheap. There are three main disadvantages however. First, they rarely achieve high response rates, and there are questions about the representativeness of those who do respond. The second problem - particularly pertinent in a victimisation survey - is that respondents have to cope with a complicated set of routings, depending on their victimisation status. Thirdly, respondents often ignore instructions or make mistakes in answering questions in the way they are asked to.

With increasing internet use, Computer Assisted Web Interviewing (CAWI) clearly provides a window of opportunity for surveys in the future, particularly in terms of cost. To date, CAWI has not been much used in victimisation surveys, although we return to some tests later.

2 KEY RESULTS OF THE 17-COUNTRY PILOTS

2.1 INTRODUCTION

At the invitation of Eurostat, statistical agencies in 17 member states agreed to mount pilot surveys to test a questionnaire measuring victimisation experience that was developed by the *Task Force* with the assistance of HEUNI. Most of the surveys were carried out in 2009, although a few were later in the field than others. Results from all pilots have been incorporated here.⁶ The fieldwork for twelve of the pilot surveys was done by the national statistics office. Four pilot surveys were done by polling companies. The majority worked with permanent and experienced staff. Slovenia and Cyprus recruited students from social sciences. Sample sizes ranged from 169 and 200 (Latvia and Slovak Republic) to over 5,000 (Finland). Most pilots used sample sizes of between 400 and 700 respondents.

The agencies contracted by Eurostat were asked to report on (a) the translation of the English questionnaire; (b) their approach to the field survey, including a cognitive testing of the questionnaire; and (c) their experiences with the survey in the field. The country reports were analysed by our consortium. The reports varied significantly in length and the detail provided, but by and large they seemed to meet the formal requirements.⁷

Our analysis of the country reports on the pilot surveys started by focussing on type of information provided. This resulted in the design of a matrix with 23 key categories of information that seemed of importance. Our team then checked whether information on the 23 categories was available. This was not the case in all reports. We also noted some inconsistencies in some of the reports. To address inconsistencies and missing information, we sent messages electronically to contact persons on 18th November 2009, inviting responses by 1st December 2009. We asked for the additional information we needed (for instance, on response rates according to mode of interview). We also asked all contact persons to provide us with an estimate of the cost of a dedicated survey lasting 20 minutes per interview on average with a net sample size of 4,000 respondents. Most countries reported in due time. The additional information they sent is incorporated into this report. The results on costings are discussed in Section 2.11.

Country information on the 23 information categories is summarised in Tables A.1 to A7 in Annex A.

2.2 MAIN IMPRESSIONS ABOUT THE QUESTIONNAIRE

There was general consensus that the content of the questionnaire was of considerable interest to respondents. In some countries, questions on sexual and non-sexual violence in a domestic setting as formulated in the piloted questionnaire were deemed too sensitive for inclusion, in particular for the older respondents. By and large, interviewers in all countries faced no other major difficulties in administering the questionnaire.

6 An interim report on the results of the pilots was discussed at the meeting of the *Working Group* in February 2010. Some participants at that meeting sent in written comments afterwards. Both the *Working Group* discussion, as well as subsequent comments have been reflected as appropriate.

7 Not a great deal was said about translation, although certain comments were made about translating specific terms when the questionnaire was reviewed by countries section by section.

2 Key results of the 17-country pilots

That said, the pilot experience indicated that there were a number of areas that were judged problematic and/or requiring more work. The main criticisms of the questionnaire were as follows:

- Virtually all countries felt the questionnaire was too long and in parts too detailed. This was most often noted in relation to questions on violence and security perceptions, and in relation to the follow-up questions concerning the victimisations that respondents reported.
- Many countries reported difficulties with the fact that respondents were asked about their various experiences of victimisation with different time frames. (For most crimes, the questionnaire applied a five-year reference period, with a follow-up question about 'the last year'. Other items asked about experiences in the last 12 months; yet others ask about experiences since the age of 15. Nine of the country reports mentioned specifically that 'recall periods' needed to be standardised.
- Some questions were felt to overlap and / or repeat each other, both within and across sections.⁸
- Eight of the country reports mentioned that the phrasing of some questions seemed awkward or poorly formulated (in the sense that they were difficult to understand). In some cases the interviewers improvised in rephrasing the questions into more 'common' language to improve fluency.
- It was not always clear to the interviewer which of the text was a question to be put to the respondent, and which was an instruction or comment to the interviewer.
- It was also felt that it was not always clear whether the response categories were to be read out. Some countries also remarked that the list of response categories to choose from was too long. Some countries suggested that the questions where this applied needed to be simplified, or broken down into sub-questions.
- Several countries felt that response categories need to be consistently completed with 'Don't know' and 'Refusal' options that are not to be read out to the respondent. (Some countries recommended the use of showcards to help the respondents, although of course this is only an option in face-to-face interviewing.)
- Several countries felt that the questionnaire would be improved if its different sections had a short introduction so that the respondent could anticipate what was coming.
- A final general observation on the questionnaire from some countries was that it was not clear enough which member of the household was to be interviewed and how the concepts of household or family were defined.

General recommendations about the questionnaire in the light of the pilots

Based on the assessments made by 17 pilot countries, we recommend the following concerning the questionnaire:⁹

8 A majority of the reports mentioned that there was overlap between Section D (details about victimisation) and Section G (violence and sexual crimes). Repetition an overlap was also observed within Section G.

9 More detailed information on each of the sections is, as said, available on request. Also, all country reports on which this report is based are available on the CIRCA website.

- The questionnaire needed to be shortened and restructured so that there was less overlap and repetition.
- The phrasing of some questions and their response categories needed to be simplified.
- Time frames as regards victimisation experience needed to be more consistent.
- For all questions, the response categories should be included in the question when they were to be read out.
- The response categories needed to be completed with “Don’t know” options and “Refusal” when appropriate.
- Precise instructions are needed as to who is the ‘eligible respondent’ from within the household.

2.3 SECTION A: PERSONAL AND HOUSEHOLD INFORMATION

A number of the pilot surveys were conducted using a set of questions relating to personal and household information that were country specific. These were generally sets of questions that national agencies had in general use. For international comparisons, however, it is preferable to use a standardised set of questions. In this case, these should be questions adopted by Eurostat. A handful of countries endorsed this specifically.

The personal and household information that is collected falls into two types. The first is information necessary to conduct the interview and to evaluate the quality of the sampling. The second type of question is included to analyse relationships between victimisation and other characteristics. Quite a number of the reports mentioned that some of the second set of questions was regarded by some respondents as sensitive or a breach of privacy. To avoid refusals, the second group of questions would be better moved towards the end of the questionnaire.¹⁰

Recommendations about personal and household information in the light of the pilots

Based on the views of the pilot countries, we recommend the following in relation to personal and household information.

Personal and household information needs to be standardised and it seems advisable to adopt the standardised set of questions from the European Module on Core Social Variables. Information that is not required to conduct the interview and/or to evaluate the quality of the sample needs to be moved to the end of the questionnaire.

2.4 SECTION B: FEELING OF SAFETY AND WORRIES ABOUT CRIME

There were 16 questions on feeling of safety and worries about crime. This was judged to be rather excessive, and some countries recommended a significant shortening of Section B.

There were few other comments about Section B, but what was mainly mentioned was that the response categories were inconsistent - the number of responses to choose from varied, and some response categories ran from positive to negative, while others were the other way round. Respondents indicated that they found this confusing. A number of the questions also overlapped, and there did not seem to be a logical structure.

¹⁰ Four of the country reports explicitly mentioned this.

Recommendations about feelings of safety and worry about crime

Based on the views of the pilot countries, we recommended that:

Section B could be much shorter. There seems to be a need to assess first the primary topics of interest, and then to select questions thereafter.

There should be consistency in how the questions are phrased and in how response categories are ordered.

2.5 SECTION C: VICTIMISATION SCREENERS

Section C had a set of screening questions asking about a number of crimes. (Sexual and violent crimes - other than robbery - were excluded because they were placed in a separate Section G). If respondents replied affirmatively, they were then immediately asked four follow-up questions about when the crime occurred and how often. More detailed questions about the circumstances of what happened were asked in Section D of the questionnaire.

This approach differs somewhat from what is common in victimisation surveys. In these, there is a 'short screener' approach where respondents are first screened for all types of victimisation and only those answering affirmatively are asked at a later point for details of what happened. This approach aims to avoid the proven phenomenon that respondents who have been subject to victimisation in relation to several types of crime do not report other victimisations in order to avoid follow-up questions (a so-called 'ceiling effect').

Questions about vehicle theft were preceded by questions on ownership or availability of vehicles in the household. Cognitive testing showed that 'having private use of a car', for instance, was unclear, as was the time at which the 'number of cars' should be measured. In 'live conditions', however, respondents did not seem to have the same problems.

Some country reports questioned whether the list of crimes is complete. (For example, it was noted that respondents were asked about attempted burglary, but not about attempts in relation to other types of crime; thefts of motorcycles were asked about, but not thefts *from* a motorcycle). ¹¹ A suggestion from Poland was that it would be preferable to ask about more crimes with fewer details.

There were also a few suggestions for including non-physical violence such as threats, 'insults' and 'mobbing'. There was also a bid made for covering victimisation while on vacation or abroad. Finally, one report made the case for a question about victimisation by 'any other crime' (and, if yes, what crime).

Recommendations about victimisation screeners

It seems to us advisable in relation to Section C to opt for the usual 'short screener' approach. Importantly, this would also mean moving the questions on 'when' and 'how often' to Section D of the questionnaire.

Consideration might be given to including questions on other forms of victimisation (e.g., threats and vandalism). However, time constraints should be seriously considered.

11 Countries in southern Europe felt that 'theft of a bicycle' could be omitted, but 'car-jacking' included.

2.6 SECTION D: VICTIM FORM ABOUT VICTIMISATION DETAILS

Section D contained a standardised block of questions asking about the victimisation experience. Many pilot reports mentioned that Section D was too detailed. They noted that not all questions were applicable to each type of crime. They also noted that for some crimes, questions were repeated.¹² Sweden made the point in a written comment that the decision on the number and type of follow-up questions on the detail of victimisation incidents was best made when final sample sizes were agreed, and the likely number of victims known.

Recommendations about victimisation details

Taking account of the views of the pilot countries, we recommended for Section D that:

Instead of a universal Section D, it would be better to devise sets of questions that are more specific to each type of crime, although maintaining some consistency in coverage if this is appropriate. This means creating sub-sections within Section D for each type of crime. This would make it possible to decide for each type of crime what details are relevant (and to avoid asking, for example, the value of the stolen property in case of bicycle theft).

There needs to be careful consideration of which details of the victimisation incident are sought and which are not. Questions should only be considered for inclusion if they are (a) interesting for international comparison; and (b) likely to yield a sufficient number of responses to ensure reasonable reliability margins.

2.7 SECTION E: 'NON-CONVENTIONAL' CRIMES, INCLUDING E-CRIMES

Section E covered consumer fraud (goods / services); bribery; phishing; identity fraud; and computer-related offences. We have labelled these here as 'non-conventional' crimes. The country reports noted that questions on non-conventional crimes were sometimes confusing. Some technical terms were used (like phishing) which were not understood by respondents and some of the crimes overlapped. In many cases, the number of victims was very small.

Recommendations about 'non-conventional' crimes

Taking account of the views of the pilot countries, our recommendations are that:

Some questions on e-crime need to be retained. This is, for one, because some respondents will expect this from a survey on 'crime'. (If excluded, some respondents might also report them under other categories of theft.) In addition, the interrelations between victimisation by e-crime and common acquisitive and violent crimes seem interesting.

However, we feel that a victimisation survey module for use in EU member states should not seek to measure a broad range of specific e-crimes. One reason for this is that the nature of e-crimes is constantly changing. Also, this topic is covered in other Eurostat surveys. In sum, Section E needs to be revisited and curtailed.

¹² Poland argued that many of the details are relatively constant over time and need not be included in each round of what hopefully will be a regular survey.

2.8 SECTION F: OTHER SAFETY ISSUES

Section F dealt with crime prevention measures, as well as with gun ownership. Questions on preventive measures were regarded by some respondents with suspicion (e.g., whether they had a burglar alarm). Opinions about the crime prevention activities of the police were seen as lacking. One report mentioned that ownership of guns for defensive purposes is a 'criminal offence' and should not be included in a victimisation survey.

Recommendations about other safety issues

We would recommend that the number of questions on crime prevention measures is reduced, but that there are further questions on perceptions of police performance for all respondents.

2.9 SECTION G: SEXUAL AND VIOLENT CRIMES

In our view, the most important problem emerging from the country pilots relates to the Section G. This was developed to provide fuller and more detailed information on sexual crimes and violence by partners, acquaintances and strangers, compared to a general victimisation survey. Under the fieldwork conditions of the pilots, Section G proved to be problematic in several respects, and several countries chose to alter its administration.¹³

. The main problems with Section G were:

- First, the section was disproportionately long. (On average, it consumed one-third of the time that the surveys took to complete.) The length of Section G posed a particular problem for pilots using the Computer Assisted Telephone Interviewing (CATI). A number of pilots decided to use this part of the questionnaire only in case of face-to-face interviewing, not when CATI was used.
- Secondly, in many countries, Section G proved very sensitive for some respondents (and to a degree for interviewers). This caused a comparatively high level of Section G refusals. Section G also provoked a number of complaints from respondents (even if they may have agreed to answer the questions). A number of country reports suggested that domestic violence should be dealt with in a dedicated survey rather than a general survey on victimisation by crime.
- Thirdly, the follow-up questions on sexual and other violent victimisation had low responses as many respondents did not feel qualified to answer.
- Finally, the format of the questions in Section G was felt to be repetitive, and in many respects confusing.¹⁴ Respondents were asked for 'life-time' experiences (albeit from age 15). This was considered by many of the older respondents to be difficult.

13 Fourteen of the pilots included Section G for the whole sample, although Spain and Finland reorganised this part of the questionnaire. In five of the pilots, Section G was presented in CASI mode with help from the interviewer if needed. In Denmark, Section G used CAWI. Finland reported that respondents had difficulties with CASI for Section G and preferred being interviewed orally.

14 Analysis of responses in the German pilot suggested that respondents were replying about the same incidents to different questions on different types of domestic violence.

Recommendations about sexual and violent crimes

As the majority view seems to be that Section G be shortened considerably, if not left out altogether, our recommendations are as follows:

Section G should be dropped as it is currently formulated. Instead, there should be broad screeners for sexual and violent victimisation, which should go in Section C, with follow-up questions in Section D.

For the sexual and violent victimisation screeners, we recommend a five-year reference period, with a follow-up question to establish incidents that happened in the last year.

Additional screeners or prompters could be included to help respondents focus on domestic violence and other violence by acquaintances.

The follow-up questions should be reduced significantly. Only questions that give sufficient number of responses given the sample size should be included.

2.10 APPLIED METHODOLOGIES

The questionnaire to be used in the pilots was standardised, and a primary goal of the surveys was to test the questionnaire in the field using different interview modes. However, no requirements were imposed concerning the mode of interviewing, and only Finland mounted a direct, experimental test of different interviewing modes. Nor were any requirements laid down as regards sampling design or the organisation of fieldwork. As a result, the applied methodologies show considerable variation.

This section deals with the response rates achieved in the pilots, the mode of interviewing used, and the age range of respondents. Some other issues from the pilot surveys – for instance to do with sampling frames, respondent choice about mode of interviewing, interviewer training in the pilots - are taken up in Chapter 4.

Mode of interview

In the pilots, most countries used CATI, CAPI, PAPI or a combination of these. In 13 countries, interviews were conducted totally or partly with CATI. In six countries, all or some interviews were conducted with PAPI. In five countries, all or some interviews were conducted with CAPI. For Section G, self-completion PAPI was sometimes used, and CASI in two of the pilots. In Germany, the main pilot was a postal survey. Finland and Denmark also used CAWI.

Finland

Finland carried out a multi-mode survey which deserves attention. First, a random sample from the population registry was taken. Each respondent was then assigned to one of three survey modes: (i) CAPI; (ii) CATI, or (iii) CAWI. The CAWI sample had the lowest response rate, but a significantly higher victimisation rate, a point returned to in Chapter 4.

Response rates

It is difficult to conclude much about whether response rates varied markedly according to mode. There were differences in procedures for contacting and re-contacting respondents for one. There was also variability in response rates among countries using the same mode.

In the nine countries using CATI, response rates were 40% or higher in Austria, Denmark, Finland,¹⁵ Italy, Latvia, Slovakia and Sweden. Lower rates were achieved in Catalonia (10%), and Poland (22%). Compared to response rates in other victimisation surveys, including the ICVS-2 pilots, these rates are comparatively high, with the exception of Catalonia.¹⁶

Pilot studies carried out with CAPI or PAPI reported fairly high response rates: Catalonia (41%), Cyprus (89%) and Latvia (67%). The Czech Republic reported a combined response rate of 69% for a mixed mode pilot. Germany achieved a fairly high response rate of 49% with its postal survey, distributed to a panel of households agreeing to participate in surveys, with an incentive.¹⁷

By and large, the response rates of the pilots were encouraging. Hard refusals were observed in only a limited number of cases. Lithuania and Spain noted a relatively high number of refusals to Section G. Finland reported a relatively low response rate for Computer Assisted Web-based Interviewing (CAWI) - 24%.

Re-contacting

For assessing response rates, it is important to know how many attempts were made to reach a respondent. Different strategies were applied in the pilot surveys (see Table A.4 in Annex A). For surveys using CATI it is relatively easy to schedule new attempts; six to eight attempts was normal. For the face-to-face interviews, the number of attempts to re-contact selected respondents was between two and six. In the majority of the face-to-face surveys, non-reachable respondents were replaced by other household members.¹⁸

Random contacting or random sampling

All in all, the pilots where the sample was drawn from the population registry, after which the respondent was contacted, were more successful with regard to response rates than samples where the contact method was random (as is the case with random digit dialling for CATI, and a random walk for face to face interviewing).

Age limits

The pilots did not show consistency in the age range of those interviewed. Seven pilots interviewed only respondents aged 18 years or older. One pilot interviewed those aged 13 years or older; Italy started at age 14. Six pilots had a minimum age of 15 or 16. Spain worked with a minimum age of 18 for Section G. Seven pilots had no upper age restriction, but in six no-one was interviewed above the age of 64 or 75. Sweden set the limit at 79. For a few countries the age restrictions were not documented. Section G had upper and lower

15 In Finland, the response rate was 75% when households without telephone were deducted from the gross sample. The response rate was 62% if they were included.

16 Twelve of the pilots used an advance letter to sampled households; two did not. One survey with an 'intent selection' sample provided no information about the survey beforehand. An advance letter in Catalonia was only sent to respondents on a population register outside Barcelona. The use of advance letters is shown in Table A.4 in Annex A.

17 Austria, who used CATI and CAPI, also gave a €25 incentive to every respondent who participated.

18 Four reports did not mention the re-contacting and replacement protocols.

age limit in most pilots (Spain for instance worked with a minimum age of 18); some countries also proposed age limits for Section G.

2.11 ASSESSMENT OF COSTS

An additional piece of information we asked for from the participating countries was an estimate of the cost of a survey using different modes, with interviews lasting a maximum of 20 minutes with a net sample of 4,000 respondents. Most countries responded with estimates at 2009 prices. For countries that did not respond or participate in the pilot projects, we made estimates based on what a 'similar' country in the same region estimated.

The prices per completed interview and the prices for a survey with N=4,000 are in Table 1 below. The estimates given by the Czech Republic and Hungary seem to be on the low side. The cost for face-to-face interviewing in some countries in the north-west of Europe (and Austria) is based on the estimate provided by Sweden only. The cost of face-to-face interviewing could be up to €50 per interview higher than mentioned here. The result is that an interview by telephone will cost between €25 - €50 in the European Union on average and for face-to-face interviewing between €65 and €75 per completed interview on average.

Table 1 Costs of surveys in different modes

Estimated cost of EU survey: per interview and sample of N=4,000 (*italics are estimates*)

	CAPI	CATI	CAPI	CATI
	€ Price per interview		€ Price for N=4,000 sample	
Austria	100	40	400,000	160,000
Cyprus	45	20	180,000	80,000
Czech Republic	7.5	7.5	30,000	30,000
Denmark	100	40	400,000	160,000
Finland*	150	85	600,000	340,000
Germany	100	40	400,000	160,000
Hungary	8	8	32,000	32,000
Italy	70	25	280,000	100,000
Latvia	27	18	108,000	72,000
Lithuania	22	14	88,000	56,000
Poland	62	20	248,000	80,000
Portugal	80	16	320,000	64,000
Slovak Rep	50	25	200,000	100,000
Slovenia	50	6	200,000	24,000
Spain	80	16	320,000	64,000
Sweden	100	40	400,000	160,000
Ireland	100	40	400,000	160,000
UK	100	40	400,000	160,000
Netherlands	100	40	400,000	160,000
Belgium	100	40	400,000	160,000
Luxembourg	100	40	400,000	160,000
France	100	40	400,000	160,000
Bulgaria	50	20	200,000	80,000
Romania	50	20	200,000	80,000
Estonia	24.5	16	98,000	64,000
Greece	50	20	200,000	80,000
Malta	40	15	160,000	60,000
Average cost	67	26		
Total for 27 surveys with N=4000			7,464,000	3,006,000

* Finland. Based on current questionnaire. If final questionnaire is shorter, price will be lower.

2.12 THE COUNTRIES' OVERALL EVALUATION OF THE PILOTS

We draw together here the countries' overall evaluation of their pilot survey. It discusses what they felt about the salience of the survey, whether they felt that implementing an EU victimisation survey would be feasible in their country (and under what conditions), and what they felt was most likely to impede the successful execution of an EU survey programme. In summary, the main conclusions we draw are that:

- a) Most countries felt that an EU survey programme on crime would be valuable and seen as salient.
- b) Most countries who expressed a view also felt that a survey in their country would be feasible - although several countries had strong reservations about the questionnaire.
- c) There was broad consensus that the tested questionnaire was too long. Section G on sexual and violent victimisation was a major concern.
- d) It seems unlikely that a fully standardised survey, as regards interview mode, could be mounted in all EU member states. This point is discussed more fully in Chapter 4.

Value and salience

More than half of the country reports that addressed the value of the survey were very positive about its focus and coverage. Cyprus was especially enthusiastic about the survey, never having done one of their own before. Some reports suggested that a similar survey ought to be conducted on school premises (covering the theme of violence in schools).

Three reports did not mention how respondents responded to the survey itself, the subject matter, or the questions. The remainder of the reports were mainly neutral rather than negative – and where countries were neutral, this stemmed more from difficulties with the current instrument rather than the survey itself.

Some reports sounded a negative note in terms of both interviewers and respondents getting annoyed by repetitive aspects of the questionnaire, and by its length. One report (from Slovakia) was especially negative, particularly on the Section G: “Many respondents were significantly disgusted and disappointed”. The Hungarian report mentioned that some of the ‘crimes’ were not really crimes in a formal sense and thus the survey was dealing in part with trivial incidents of no concern to respondents. This comment should probably be interpreted in its specific national context since Hungary is one of the countries where minor thefts are regarded as administrative misdemeanours rather than criminal offences.

Feasibility

Nine reports did not express an explicit position on the issue of overall feasibility. For the rest, they considered a survey in their country would be feasible (and well-received) but only if the questionnaire was improved. Some countries also felt feasibility would depend on interview mode – which is taken up in Chapter 4.

While problems were identified with some aspects of the pilot surveys, then, it is nonetheless the case that most countries seem to have been reasonably successful in carrying them out. This in itself testifies to the feasibility of a comparative survey in the EU

regions. The ICVS, of course, has also demonstrated the feasibility of a survey-based comparative approach.

Questionnaire

Section 2.2 above dealt in detail with the tested questionnaire which was seen as problematic in terms of length, the approach taken to the measurement of sexual and violence victimisation, and some other issues which have been discussed (such as overlap, and inconsistent reference periods). Our proposals for a revised questionnaire are taken up in Chapter 5.

Endnote: sustainability

Chapter 1 laid out two of the main merits of an EU-wide victimisation surveys. The first was being able to provide comparative information on levels of crime affecting ordinary people in different EU countries as an alternative to problematic comparisons based on police figures. The second was the possibility of assessing survey-based trends in crime if standardised surveys are repeated over time.

Mounting an EU survey programme in 2013 as announced in the *Stockholm Action Plan* will be expensive and time-consuming. Financial and human resources will be more readily justified if repeated surveys are mounted at regular intervals to provide information on trends in crime over time, as well as on changes in reporting behaviour and perceptions of police performance. This is of special importance in new member states insofar as improved performance of police forces and justice institutions may lead to artefactual increases in recorded crimes. Moreover, repeated surveys will help serve the purpose of monitoring whether services to victims are improving.

One implication of conducting repeated surveys is that costs should be sustainable – ie, choices made about the first round of survey should take into account the continuing costs of further rounds. In this respect, methodological decisions (about interviewing mode and questionnaire length for instance) should be informed by sustainability considerations. At first blush, this suggests that CATI should be the ‘preferred’ mode of interviewing to maximise cost advantages, although it is acknowledged that the increasing problem of mobile phone ownership will need to be tackled. In the coming years, CAWI – at least in some European countries, and subject to the caveats above – might become a viable alternative option, bringing a further cost advantage.

3 THE ICVS-2 PILOT SURVEYS

3.1 THE FIRST ICVS-2 PILOTS

In 2008, a Dutch agency, NICIS, commissioned pilot surveys in four countries (Canada, Germany, Sweden and the UK) at the request of the International Government Research Directors (IGRD).^{19, 20} Using a questionnaire largely based on the fifth ICVS, the pilots aimed to:

1. Compare response rates using three modes:²¹ CATI, CAWI and self-completion PAPI (by means of postal questionnaire).
2. Establish if the questionnaire would be suitable for use with CAWI and PAPI.

CATI samples were taken in each of the four countries. Interviewing stopped when there was an achieved sample of approximately 200 respondents. Recruitment for CAWI and PAPI was as shown in Figure A. Respondents were offered the choice to fill in the questionnaire online or by pen and paper. Both Groups 1 and 2 received an introductory letter, but a critical difference was that Group 1 was given a printed PAPI questionnaire, whereas Group 2 was invited to ask for a printed questionnaire. It was assumed that there would be higher completion of the printed questionnaire received by Group 1, at the cost of a lower on-line (web) completion rate. Groups 1 and 2 were both divided again in two; one half of each Group received only one reminder letter; the other half received two reminders

Figure A NICIS-I Pilot design for CAWI and PAPI modes

CAWI / PAPI samples from address register			
GROUP 1		GROUP 2	
Invitation letter with link to website		Invitation letter with link to website	
Asked to complete on-line or by printed questionnaire		Asked to complete on-line or by printed questionnaire	
Printed questionnaire included (pre-paid)		Respondents invited to ask for a printed questionnaire	
Reminder after two weeks		Reminder after two weeks	
Group 1A	Group 1B	Group 2A	Group 2B
No further reminder	2 nd reminder	No further reminder	2 nd reminder

Comparison of response rates with different modes

The NCIS report gives information on response rates, although it is somewhat difficult to interpret these. The main reason is that the nature of the 'gross' samples are unclear. For instance, the CATI samples were achieved by random digit dialling, but it is not known how many of the 'gross sample' numbers were valid. Another difficulty in interpreting the response rates for the CATI interviews is that the number of call backs is not specified. Similarly, the CAWI and PAPI samples were drawn from address registers, but it is again not

¹⁹ NCIS, a research institute specialising in urban problems, currently oversees the execution of the annual Dutch Victimisation Survey (Veiligheidsmonitor).

²⁰ It was financed by the UK, the Netherlands and Canada.

²¹ Face-to-face interviews were not included in the pilot due to their high costs relative to the other methodologies.

known how many of the addresses were currently valid. These points should be born in mind in interpreting what follows. Table 2 gives details of the response rates achieved according to mode.

CATI

The response rates in CATI were modest comparing the gross samples with the achieved number of respondents. The highest CATI response in the four countries was 17% in Sweden; the lowest response was 3% in Canada. The straight average for CATI in the four countries was 9%.²²

CAWI with PAPI questionnaire included

As expected, the response to the CAWI questionnaire was lower when a PAPI version was included. The highest response was (again) in Sweden (7%) where there is a high internet penetration. In Germany and the UK the response was 2-3%. The straight average for this CAWI mode in the four countries was 4%.

CAWI with PAPI questionnaire answer card only

Rather more responded in CAWI mode when no PAPI questionnaire was available. Response was highest (yet again) at 16% in Sweden, but only 3% in Germany (similar to the other CAWI option above). The straight average response rate was 8%.

Table 2 Summary of response rates in the first NICIS pilot

	Canada	Germany	Sweden	UK	Total ¹³
CATI					
Gross sample	7,696	1,914	1,214	3,871	14,695
Response N	206	223	205	200	834
Response %	2.7%	11.7%	16.9%	5.2%	9.1%
Group 1 PAPI questionnaire included (CAWI responses)					
Gross sample	5,000	1,502	750	600	7,852
Response N (CAWI)	224	31	53	15	323
Response % (CAWI)	4.5%	2.1%	7.1%	2.5%	4.0%
Group 2 PAPI answer card only (CAWI responses)					
Gross sample	5,000	1,498	750	600	7,848
Response N (CAWI)	402	44	119	33	598
Response % (CAWI)	8.0%	2.9%	15.9%	5.5%	8.1%
Group 1 PAPI questionnaire included (PAPI responses)					
Response N (PAPI)	856	227	188	117	1,388
Response % (PAPI)	17.1%	15.1%	25.1%	19.5%	19.2%
Group 2 PAPI answer card only (PAPI responses)					
Response N (PAPI)	100	3	16	10	129
Response % (PAPI)	2.0%	0.2%	2.1%	1.7%	1.5%

²² This averages the percentage response rate in each country, disregarding the gross sample size.

PAPI questionnaire included

When a PAPI questionnaire was offered, it produced more responses than from CAWI. In Sweden, 25% of respondents completed the PAPI questionnaire, with the lowest figure (17%) in Canada. The straight average for when a PAPI questionnaire was made available was 19%.

There was some evidence that including a PAPI questionnaire resulted in respondents switching from CAWI.

PAPI questionnaire – answer card

As would be expected, few respondents used the answer card to send for and complete a PAPI questionnaire. In three of the four countries, about 2% did so, but only 0.2% in Germany. The straight average was 1.5%.

Response by age

The age profile of respondents in the three different modes differed somewhat according to figures given by NICIS for Sweden and Germany. In Sweden, those aged 55 or over comprised a large proportion (just over 40%) of those in the CATI and PAPI samples. Older people were even more heavily represented in the PAPI sample in Germany. Younger respondents aged 16-34 were best represented in the CAWI mode in Sweden, comprising a third of those who answered. The same picture did not emerge in Germany however.

Reminders

Sending out two reminders did not affect responses a great deal. There was some evidence that the second reminder annoyed some potential respondents.

The questionnaire

There were no difficulties with the questionnaire used in the first NICIS pilot as regards CAWI, and CATI. However, the PAPI questionnaire did less well. A particular problem was that multiple answers were given in questions where only one answer was required.

The main lessons from the first NICIS pilot are threefold:

- First, response rates were disappointing in all three modes - CATI, CAWI and PAPI. As said, though, the response rates reported by NICIS could be misleadingly low as some technical details about gross samples are missing. Also, the CAWI / PAPI tests were carried out over the Christmas 2008 / New Year 2009 period, which may have reduced response somewhat.
- Secondly, the best response was through PAPI when a questionnaire was enclosed - ranging from 15% to 25%. However, the PAPI questionnaire posed some problems for respondents, and although the NICIS report suggests that these might be remedied with clearer instructions, in our view there is some doubt as to how far this would solve the problem.
- Thirdly, the CAWI response was better when only a PAPI answer card was offered, ranging from 16% in Sweden but well under 10% elsewhere. Whether these response rates could be improved is a matter of some importance. Increasing internet penetration and the use of incentives may improve CAWI response rates. NICIS also felt that using an Internet panel might be a useful way forward. Finland's experience

in the current Eurostat-funded pilots, too, was promising. Of those offered the CAWI mode, 24% responded after two reminders.

3.1 THE SECOND ICVS-2 PILOTS

With co-funding from the European Commission, ²³ NICIS have mounted another pilot, drawing on the lessons of first pilot, although as yet no results are available. Six countries are taking part: the four who participated in the first pilot, as well as Denmark and the Netherlands.

Using the same questionnaire as in the first NICIS pilot, with some adjustments, the countries are to provide a net sample per country of 4,000.²⁴ Of these, 2,000 were to be achieved using CATI, and 2,000 using CAWI. For the CAWI sample, 1,000 respondents were to be recruited from 'a register of personal data and addresses'. (Suppliers were not discouraged from using incentives to improve response.) The remaining 1,000 CAWI responses were to be found using a panel, although little instruction was given in the tender as to what types of panels were appropriate. (In this respect, this sample resembles the German pilot which used an agreed panel to receive a postal questionnaire.)

23 Under Grant 11002.2008.002-2008.711.

24 Tenderers were asked to support their estimate of what gross sample was needed to achieve 4,000 interviews on the basis of a response rate of 40%-50%, which was said to have been achieved in previous sweeps of the ICVS.

4 GENERAL ISSUES ABOUT SURVEY ADMINISTRATION

4.1 INTRODUCTION

Chapter 2 reviewed a number of lessons learned from the pilots in 17 member states which tested a questionnaire measuring victimisation that was developed by the *Task Force* with the assistance of HEUNI. It covered how well (or not well) the questionnaire performed and the countries' overall impressions about the survey and its salience to respondents. Chapter 2 also summarised the various ways in which the pilots were carried out.

This chapter consolidates the discussion as to the best way forward for administering the *EU Security Survey* (SASU). It draws on:

- a. the experiences of the countries taking part in the current pilots;
- b. recommendations in the UN *Manual on Victimisation Surveys*;
- c. our own professional survey experience; and
- d. comments made during and after the *Working Group* meeting in February 2010, and the *Task Force* meetings in April 2010 and June 2010.

A number of the survey administration issues discussed in this chapter have informed the development of a revised questionnaire. This is discussed in Chapter 5.

4.2 MODE OF DATA COLLECTION

Costs, standardisation and quality

The first issue we address is mode of data collection for the SASU in 2013. As will be seen, the pilot countries had different views on this, but issues of cost, data quality and – ideally standardisation – are important. There are a few accepted principles:

- Postal questionnaire are cheaper than both CATI and CAPI, although these now have little support.
- However, CAWI might be cheaper still than CATI.
- PAPI will be more expensive than CAPI (because of extra data processing costs).
- In terms of standardisation and data quality, CATI and CAPI may be much on a par, and better than PAPI, and – possibly - CAWI.
- Of the two main modes used in the pilots, CATI is cheaper than CAPI (or PAPI). On the basis of prices provided by the pilot countries, for interviews with 4,000 respondents lasting a maximum of 20 minutes, our best estimate is that a completed CATI interview in the EU will cost on average between €25 - €50, and a CAPI interview between €65 and €75. Taking mid-points, this means that CAPI interviews approach twice the price of CATI ones. The differential might be somewhat reduced if in the future proportionately more calls are made to mobile phones – but the differential will still be marked.
- Surveys using CAPI or PAPI generally achieved higher response than CATI surveys (and this was broadly the case in the pilots). Levels of response in CATI surveys, however, can be respectable (and again this was the case in the pilots).

- CATI, though, faces challenges in the future.
 - In some countries (France for example) there does not exist a good sampling frame of fixed numbers as many households decide not to be registered.
 - Increasing reliance on mobile phones (particularly among the young) poses a problem for random sampling of telephone numbers. This will need to be tackled in surveys using CATI through inclusion of mobile users in the sampling design.
 - There is a potential problem of legal restrictions on random digit dialling. We are not aware of the restrictions that currently exist, or how far legislation is in hand in Member States that might affect fieldwork in 2013. Current and proposed restrictions, however, need to be investigated. Asking Member State survey agencies would be the most efficient way forward.

Ideally, the SASU should be conducted using the same mode of interviewing (or the same proportionate mix of different modes). CATI seems the best option on grounds of cost. We asked countries specifically about the feasibility of using CATI, and their preferred interview mode. The results were:

- Three countries said CATI was not at the moment feasible because of low household telephone coverage: Hungary, the Slovak Republic and Cyprus.²⁵ A few other countries also had some reservations about CATI, mainly because of increasing mobile phone ownership.
- In the north and west of Europe, CATI or CAWI were preferred modes on cost grounds. Germany was an exception here, preferring a postal PAPI survey. France (although they did not conduct a pilot survey) preferred a CAPI mode. The German and French views reflected current practices in their country.
- Estonia, Finland and Denmark favoured a mixed mode approach whereby respondents could choose between CAWI and some other modes.

There was, in sum, lack of agreement among the countries as to feasible and optimal modes of interviewing. It is difficult to escape the conclusion, then, that full standardisation of an EU survey programme as regards mode of interviewing may not be achievable. Requirements for interview mode will probably need to allow some flexibility. Nonetheless, we do not consider this to present an overriding argument against an EU survey programme. In several countries, as well as in the ICVS, CATI and face-to-face interviewing have in the past been combined. A possible solution might be to opt for a mixed mode approach including allowing respondents a choice between modes of interviewing. Countries in southern and Eastern Europe might conduct most interviews face-to-face, perhaps with some over the phone. Elsewhere, most interviews could be carried out with CATI, to capitalise on the cost advantages. The value of CAWI needs to be considered carefully – a point returned to.

25 Cyprus felt that only CAPI would be feasible, although in a later communication they indicated that they may consider CATI. The Slovak Republic mentioned PAPI as a possibility, although Hungary had argued that the questionnaire was not fit for PAPI.

Respondent choice

Respondent choice is an issue worth mentioning, although it should not in our view be overriding - since preferences might vary across country, as well as over time. This said, two countries investigated how respondents preferred to be interviewed, although it should be born in mind that they were answering in relation to the questionnaire that was being tested:

- In Finland, respondents had difficulty in answering Section G with CASI. They appeared to prefer being interviewed orally.
- In Finland, also, when respondents who had voluntarily participated in the survey were asked at the end of the interview what their preferred method of interview would have been, they generally favoured the mode in which they had just been interviewed. This was particularly so for those using CAWI. All in all, CAWI was the most popular mode when all respondents were counted together, followed by CATI.²⁶
- In Portugal, where respondents were allowed to change between CAPI and CATI if they wanted to, there was a preference for CAPI over CATI among many respondents.²⁷ This is somewhat at odds with the Finnish results, and may signify cultural differences.

Outside the context of the pilots, the Netherlands have reported encouraging results in relation to tests for the national government surveys by the Central Bureau of Statistics using a sequential mixed mode approach. Respondents contacted by mail are invited to fill in the questionnaire by CAWI or by mail. Those who do not answer are subsequently approached with a request to participate in CATI mode. Possible non-responders can also be visited at home for a CAPI interview.

Questionnaire implications

One important consideration in choosing the mode of interviewing is the maximum duration of the interview (see Section 4.3 below). Another consideration is that it is Eurostat practise to have one 'model' questionnaire that is adapted for different interview modes. (We assume that the model questionnaire would be for CAPI/CATI use.) The adaptation is likely to be problematic. Germany, for instance, is committed to a postal questionnaire for the SASU. This will pose problems for the format of the questionnaire, given complex routings in particular. A questionnaire for countries using interviewers who are working from a printed questionnaire (rather than computers) will also need work. Trained interviewers may cope better with routings than respondents, although there are still likely to be some problems. As Germany says, conversion of a CATI or CAPI questionnaire to an interviewer-completed or self-completed questionnaire would involve time- and cost-intensive work, as well as adjustments with regard to content.

Computer Assisted Web Interviewing

26 Results showed that 39% said they would have preferred CAWI, 36% a telephone interview, and only 6% a face-to-face interview.

27 The sample was split into three subsamples, each to receive a previously defined interview method. If the respondent did not agree to the defined mode, the interviewer could change to the mode that the respondent preferred.

The situation with regard to having CAWI as an interview mode option is difficult to assess at this stage. Extensive testing would be needed before it could be recommended as the sole or partial interview mode. The response rate in Finland's current pilot with CAWI was 24%, but the CAWI response rates in from the first round of the IVCS-II pilots orchestrated by NICIS were considerably poorer,.

This said, extensive pilot testing with CAWI for national surveys in the Netherlands as one stage in a sequential mixed mode model has, as mentioned, shown encouraging results. In relation to the pilots, too, Finland, Estonia and Denmark have indicated they favoured a mixed mode approach whereby respondents could choose between CAWI and some other modes.²⁸ This position seems to be shared by the countries participating in the ICVS-2 pilots, organised by NICIS; for the second round of pilots it was decided that CATI and CAWI should be used, with CAPI or PAPI excluded as options.

At this stage, though, the methodological challenges of CAWI cannot be denied. There is possible bias due to differential access to the internet, and a degree of respondent self-selection (with or without incentives). Response rates may also be low. In the medium to long term, however, ways round these problems may be found, particularly by using representative panels that polling companies are increasingly likely to offer. As said, further piloting would be needed to resolve the methodological feasibility of CAWI for the measurement of victimisation.

The possibility of a CAWI mode effect also needs to be considered. In the Finnish pilot which used CAWI, response was low, but victimisation levels high. Also, a very large (190,000 sample) victimisation survey in the Netherlands which used CAWI as one interview mode indicated that victimisation levels were higher among those using CAWI than other modes. This led to the need for a weight to be constructed to take account of the CAWI mode effect. Experience in Belgium and Finland also suggests that the use of CAWI in mixed mode interviewing requires reweighting to produce comparable results.

The higher victimisation levels in CAWI interview could be for two reasons. First, there might have been introduced a bias in the respondents by the non-response, with those participating, differing in terms of victimisation experiences. If this is the case, better response rates would remedy the problem. Secondly, there might be a real 'method effect' such that web-based interviewing somehow leads to higher victimisation responses, possibly because respondents do not feel controlled by an interviewer. Obviously, this is an important issue that requires careful consideration and further pilot testing.

Recommendations on mode of data collection

As agreed in the *Task Force* meetings, it will be up to each country to decide on the mode(s) of data collection to be used, although a technical document will be developed including some recommendations.

Our own recommendations are:

28 Another possibility is a dynamic strategy, whereby the most cost-effective method (CAWI) would be offered first, then – if there is no response – a contact by phone offering the next most cost effective method (CATI), or a paper questionnaire, or – as a last option – a visit by an interviewer for CAPI.

- If national sampling frames (of fixed and mobile phones) allow for coverage of a substantial proportion of persons/households, the SASU should use CATI as the preferred option, with mobile phones included. While some countries may not feel in a position to mount CATI interviews, by 2013 the situation may have changed. Otherwise, CAPI should be the preferred option
- Member States should be asked about the current legal restrictions on random digit dialling and whether future legislation is planned.
- How far the SASU should accommodate CAWI interviews, possibly as part of a sequential mixed mode (or with the use of panels), needs further consideration and testing. The results of the ongoing NICIS pilot can hopefully provide guidance on the feasibility of the CAWI option.
- Some attention needs to be given for the format of the questionnaire used by interviewers not using computers.
- When results are presented it will be essential that full details are given by each country as to the mode of interview used

4.3 LENGTH OF INTERVIEW

Most of the pilot country reports mentioned that the interviews were too long on average and unacceptably long for some respondents, especially victims of violent crimes. If CATI is the preferred interview mode, this has implications for the length of the interview. With CATI, interviews cannot last much longer than 20 minutes because of the increasing risks of refusals. CAPI (or PAPI) might allow for a longer interview, but costs would rise even more in comparison with a 20 minute CATI interview. Experience with CAWI is limited so far, but the view in the Finnish report is that CAWI interviews should also be no longer than 20 minutes. We have taken this into account in devising the revised questionnaire discussed in Chapter 5.

Recommendation on length of the questionnaire

We recommend that the SASU interview should not take much longer than 20 minutes in CATI mode. This will minimise refusals and will contain costs. Interviews in CAWI mode should take about the same time. CAPI interviews would be likely to take a little longer (because of greater interpersonal interaction and tuition in CASI, if used). But a slightly longer interview time with CAPI would be acceptable.

4.4 FREESTANDING VERSUS MULTIPURPOSE VICTIMISATION SURVEYS

The majority of victimisation surveys are freestanding – i.e., they only address victimisation and crime-related issues. Some victimisation modules, however, are set in other surveys, with victimisation being just one of other topics. The Aebi & Linde review, for instance, identified some victimisation surveys that were part of multipurpose surveys. In the 17-country pilots, one country administered the victimisation survey as part of another survey.

There are some advantages of add-on victimisation surveys.

- The cost of the victimisation questions is to a degree absorbed by the other survey costs (for instance, sampling design and some of the fieldwork costs, such as collection of socio-demographic information).
- The answers on victimisation might sometimes be able to be analysed in relation to topics which have some intellectual similarity – social deprivation, for instance, or experience of accidents or perceived quality of life.
- The victimisation component can sometimes help the conduct of the rest of the survey, since it can provide a perhaps welcome change of topic.
- When the main survey is financially well-established, it may be more likely that a victimisation module takes periodically place.

As against this, freestanding victimisation surveys have advantages too – possibly more advantages than disadvantages.

- There is a clear limit on the number of questions that can be posed in a survey without unduly burdening the respondent. This means that victimisation questions might have to be curtailed in the interests of covering other topics.
- There could be difficulties in switching topics within the same survey.
- There might be ‘context effects’ such that one topic in multi-topic survey might influence the answers to another topic. In relation to victimisation, for instance, respondents may feel that they will be ‘blamed’ if they answer affirmatively to victimisation questions in the light of previous answers they might have given about their behaviour patterns.
- The analysis and presentation of results on victimisation can proceed without being constrained by the analysis and presentation of other results. This will often mean that the victimisation survey is more of a ‘whole product’.

Recommendation on whether the survey should be freestanding

On balance, we would recommend that the SASU should be mounted as freestanding surveys in member states. However, we appreciate that some countries may have overriding reasons for inserting the victimisation module in a multipurpose survey. If this is the case, the SASU module needs to be kept fully intact.

4.5 SELECTION OF RESPONDENTS

The SASU should aim for a nationally representative sample of those living in private households.²⁹ These are best drawn from a register of population or households – or in the case of CATI, from some method of contacting a random selection of households or individuals *via* telephone numbers. By and large, interviewing people who have volunteered to take part in surveys – so-called ‘intent selection’ interviewing – risks possible bias.

29 In the pilots, the sample in six countries taken from one or more specific regions in the country. In Lithuania, residents who spoke only Russian were excluded.

In the majority of the pilots, the sampling frame was the total population of the country. In some cases, the samples were stratified. One survey worked with a rotating panel and three had an 'intent selection' sample, including the postal survey in Germany.³⁰

Victimisation surveys typically collect information on experiences of two types of crime: (i) crimes affecting the household as a whole (burglaries, vandalism to the house, theft of family-owned vehicles); and (ii) crimes affecting individuals (e.g., 'contact crimes' and thefts of personal property).³¹ This raises issues about how many respondents are interviewed, and what is an appropriate age range.

One respondent or two?

There is an argument for separate questionnaire to deal with household and personal crimes. For the household crimes, the respondent might be the best qualified household member (one of the adults); for personal crimes, the most appropriate choice is a randomly selected household member. Germany used this approach, and continues to propose it, although there were some problems.³² Although not participating in the pilot studies, France also suggested in a written comment that questions on household crime could best be put to 'the best qualified' person.

While a two-respondent approach might provide better information, it poses additional fieldwork cost. It also risks reducing response rates, since two potentially different people need to be contacted and agree to be interviewed. This carries extra weight in CATI surveys since after the initial contact by phone has been made with the household, contact must subsequently be made with the most qualified member for the interview about household crimes, and then with another respondent for the interview about personal crimes. There is also the issue of comparability of results, which may be compromised if some countries use one respondent per household, and some countries use two respondents.

Age limits

As Chapter 2 discussed, the pilots did not show consistency in the age range of those interviewed. However, most pilots interviewed household members from age 16 without an upper age limit; several countries imposed age limits for Section G.

It is known that victimisation rates are relatively high for teenagers. This would argue for the lowest possible age limit – age 15 or even lower. However, there are two main reasons for not lowering the age limit below 16:

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- 30 One country worked with a 'random walk' sampling strategy for the face-to-face version of the survey. Catalonia used random dialling sampling for the city of Barcelona, and a sample from the population registry for the population outside the city. Italy used a random sample from the telephone (landlines) registry.
 - 31 An issue of weighting arises from this. In the case of the ICVS, prevalence victimisation rates for both household and personal crimes have all been calculated using weights for a sample of persons (aged 16 or more). However, weights based on household samples are also available, and can be used for more accurate estimate of victimisation rates for household crimes.
 - 32 In the German pilot, questionnaires were mailed to a pre-arranged panel of willing respondents. Primary respondents were asked to fill in a questionnaire on household crimes and to pass on another questionnaire on personal crime to a selected member of the household. However, a considerable proportion of the primary respondents continued filling in the second questionnaire on personal crimes as well, although they did not qualify for this.

- General survey experience shows that some parents do not want their young children to be interviewed without their involvement. This was also mentioned in some pilot reports. An interview with a young person which is supervised by a parent could jeopardise the veracity of answers about personal crimes. (Many young teenagers may not wish their parents or carers to know about troubles they might have encountered when they were in school or out at in the evening or weekend.)
- As mentioned, another problem is that young household members may not be sufficiently able to provide good enough details about household victimisations. They may not, for instance, have taken much notice of vandalism to the garden or to thefts from cars belonging to other members of the household, especially if the theft took place away from home.

In our view, the age range needs to be standardised in the SASU. Age sixteen seems a workable option as the lower age limit, and there was fair consensus on this at the *Task Force* meeting in April 2010. The experience of several national surveys and the ICVS shows that respondents aged 16 years or older are able to answer questions about both household and personal crimes. We appreciate that younger respondents (say those aged 16 to 20 years) may face some difficulties in answering some of the questions of household crimes, but these young respondents will form a relatively small proportion of the overall sample.

There seems no strong reason to retain an upper age limit. In fact, the victimisation of the elderly seems important to consider – even if only to show that risks are generally low.

The sample could be taken either from a national registry of persons, or from a random sample of households from which one member aged 16 or more is randomly selected. Whether the ‘next birthday’ or a Kish grid method is used can probably be left to individual countries, taking account of the method they are most used to.

Substitution

When there is household member available who is willing to be interviewed, even though they are not the selected respondent, it is tempting to make a substitution in the interests of achieving a productive visit. However, substitution introduces significant bias in undercounting to those less likely to be available at home (e.g. young males), compromising the random selected sample. We would not advise substitution.

Proxy interviewing

The situation sometimes arises when a household member offers themselves as a ‘proxy’ respondent – i.e., answering on behalf of the selected respondent (whose experiences are believed to be known by the proxy). We would not advise allowing proxy interviewing, especially as it would mean answering questions about possible personal victimisation. At the most extreme, the proxy interviewee may actually be a perpetrator of an offence against the selected respondent; rather more likely is that the proxy interviewee may not be aware of all the victimisation experiences of the selected respondent. Moreover, collecting attitudinal information from a proxy interviewee who is meant to reflect the attitudes of the selected respondent is clearly problematic.

Recommendation on respondent selection

We recommend that the SASU should pursue the proven approach of drawing a personal sample, either from a registry of persons, or through the subsequent selection of an eligible individual from a household sample.

We recommend that the selected respondent should be interviewed about both household crimes and personal crimes – although we appreciate that some countries might want more latitude on this.

We recommend that the age range of respondents in the SASU is standardised. Starting interviews at age sixteen seems a workable option (and there is general consensus about this). There seems no strong reason to retain an upper age limit.

The randomly selected personal respondent should be interviewed, with no substitution.

Interviews with someone acting as a proxy for the elected respondent should not be allowed, in our view.

4.6 RECALL PERIOD AND TIMING OF FIELDWORK

Victimisation surveys aim to estimate victimisation over a limited time – or ‘recall’ - period. There is a balance to be made about recall period over which experiences are likely to be reliably remembered, and generating enough victimisation incidents to report upon. Methodological work shows, on the one hand, that many less serious incidents are soon forgotten, which argues for a short recall period. On the other hand, it has been proved in experiments that serious incidents – which people will want to talk about - tend to be pulled forward in time - so-called ‘forward telescoping’ (see Skogan, 1989).

The piloted questionnaire had a variety of recall periods, which caused some confusion. In our revised SASU questionnaire, the victimisation screeners focus on victimisation experience over the past five years, honing down onto the last 12 months for one-year victimisation rates (see Chapter 5 and Annex B).

There are three options for ascertaining 12-month victimisation.

- a. The first option is to conduct fieldwork early in the calendar year and to ask about the previous year (discounting incidents in the fieldwork year in the calculation of one-year rates). This option has the advantage of victimisations in a specific calendar year being counted - 2012 in the case of the SASU. It may also produce more reliable one-year rates, as it is easier to remember whether an event took place in the last calendar year, than whether an incident took place 11 months or 13 months ago. A third factor is that it has the advantage of bringing forward the publication date of the first results
- b. The second option is to take a calendar year time frame, asking about ‘this’ year’ (say 2013) and ‘last year’ (2012). While this might provide a relatively easy memory prompt, it could mean that the count for the calendar year prior to the interview year (2012) would be deflated because of memory loss and ‘forward telescoping’ (into 2013).
- c. The third option is to conduct fieldwork when it is convenient for survey companies and to ask about the 12 months prior to the date of the interview. This 12-month period would span 2012 and 2013. For incidents in 2012, it would be necessary to ask whether they occurred before or after the 12-month ‘anniversary’ of the date of the interview. Thus, for instance, if someone was interviewed on 1 November 2013, but was victimised in June 2012, that incident would be outside the 12-month period,

At the *Task Force* meeting in April 2010, it emerged that many countries would have difficulty mounting the SASU early in 2013.³³ For this reason, we feel that option c. above should be adopted.

Recommendation on the recall period and timing of fieldwork

The proven practice of asking about five-year and *12-month* experiences should be retained. Differing recall periods should be avoided across the questionnaire.

We recommend that, ideally, data collection should be carried out at the same time in all countries. However, given the difficulties of this, and the fact that more countries appear able only to mount the SASU in the second semester of 2013 (rather than the first), we recommend that as many countries as possible should conduct fieldwork in the second semester of 2013, and that the questionnaire should elicit victimisation experience in the past 12 months, spanning 2012 and 2013.

4.7 SAMPLE SIZE

Sample sizes in victimisation surveys are a function of four main factors: available funds, mode of interview, length of interview, and the precision of the estimates required. (By sample size here we mean the size of the achieved sample, rather than the gross sample. In a comparative setting, achieved samples will reflect response rates, which may vary across country and cannot be accurately predicted.)

Available funds

The first factor pertinent to sample size is the money available. In the case of the 2013 SASU, this is the money available to fund 27 countries of different sizes, and with different survey capabilities.

Mode of interview

The second factor pertinent to sample size is mode of interview. As discussed, there are fairly substantial differences in the cost of surveys using different modes. Other things being equal, postal questionnaires will give the largest sample for a given price, even taking into account the cost of incentives and low response rates. After that, a CATI survey will be cheaper than a CAPI survey; after that, a CAPI survey will be cheaper than a PAPI survey.

Length of interview

A further factor which is relevant to sample size is the length of the interview. Especially when personal visits are made, fewer longer interviews can be achieved for a given cost than shorter ones. While shorter interviews will help to achieve larger samples, the case for them, in our view, is more importantly determined by the fact that shorter interviews will improve response rates.

Precision of estimates

The third factor relevant to sample size is the precision of the estimates required. In general, the larger the sample, the greater the accuracy of the estimate and the smaller the

33 Poland and France felt that the survey should be conducted in the first semester of 2013; most other countries (Czech Republic, Germany, Spain, Latvia, Romania) preferred the second semester; for Estonia either was possible

confidence limits.³⁴ However, the precision of estimates is not proportionate to sample size, such that a survey with a sample of 4,000 (say) is not twice as accurate as one with a sample of 2,000. The precision of estimates also depends to a degree on sample design (with multi-stage, stratified samples having larger variance than simple random samples). For attitudinal and perceptual questions, smaller samples are needed than for estimates of victimisation; most or all respondents provide answers and there are generally average scores on point scales rather than (low) percentage values on dichotomous variables for given answers.

In the ICVS, the relatively modest samples of (usually) 2,000 respondents per country were adequate for differentiating between countries in terms of the overall prevalence rate of 'any victimisation'. This size sample was also adequate to estimated differences between countries for the more common individual types of victimisation, such as theft from cars and burglary. For less common crimes, however, the sample size was stretched, with the degree of sampling error meaning that few firm conclusions could be drawn about the precise rankings of individual countries. This was also true for information on the experiences of victims as regards of reporting individual crimes to the police, or levels of satisfaction with treatment by the police after reporting.

Eurostat has already suggested some requirements for the precision of victimisation estimates, at the 95% confidence level. These, however, have not been finalised; Eurostat's suggestions are, at the time of writing, out for consultation among the member states.

It should be noted that it is more demanding to get higher precision for estimates of victimisation over one year than for victimisation over five years (for which victimisation levels will be higher of course). However, the initial five-year reference period we recommend for the SASU is to increase the reliability of one-year victimisation (by reducing 'forward telescoping'). Five-year victimisation rates should not themselves be seen as a key indicator, principally because they will undercount 'real' levels of victimisation over five years because of memory loss.

Apart from the precision of the estimates of victimisation rates, sample size is also pertinent to how many incidents one uncovers of victimisation of different types (burglary, say). The nature of different kinds of victimisation in different countries is of some importance for comparative purposes (for instance, the percentage of incidents which are reported to the police). The largest samples that can be afforded, therefore, are preferable.

Larger samples are also necessary if victimisation levels among subgroups of the population are seen as important – for instance, differences between men and women, between different age groups, or between different parts of the country. In our view, the expectations of what can be achieved in the SASU as regards differences for subgroups should be kept modest.

On the basis of costs estimates made by the pilot countries for various interviewing modes, and their likely choice of modes, available resources seem to allow for sample sizes of between 6,000 and 8,000 per member state. Such sample sizes should allow indicators with acceptable margins of error for the purpose of making reliable comparisons of levels of key

34 Confidence intervals help judge the statistical reliability of comparisons made. Overlapping confidence intervals indicate that a difference in estimates between two countries is not statistically significant – i.e., the difference could have arisen by chance.

crimes and related policy issues in different countries. Trends in crime across countries would also be comparable if the SASU is periodically repeated with similarly sized samples.

Recommendation on sample size

In our view, the SASU needs to provide – most fundamentally - estimates for the 27 member states which can be reliably compared in terms of:

- (i) Overall one-year victimisation rates ideally for both (a) prevalence rates (the number of country inhabitants victimised once or more, and (b) incidence rates (the number of victimisations per 100 inhabitants).
- (ii) One-year prevalence levels of individual victimisation types – for instance, burglary, or robbery.

Present indications are that the sample sizes affordable in the SASU (6,000 to 8,000) will meet these requirements.

Future rounds of the SASU will need sufficient sample sizes to allow comparisons of key indicators over time.

4.8 TRANSLATION

The assumption is that national statistical offices will be responsible for ensuring that an English language questionnaire is translated into host languages to reflect as precisely as possible what the questions are meant to address. To this end, there is a case for the questionnaire to be accompanied by document that explains the intended meaning of the questions - a proposal that some of the pilot countries put forward. Whereas English is a relative ‘simple’ language, other languages have, amongst other things, distinctions between formal and informal phrasing, and between male and female words. There is also a different order of words in sentence construction.

The question may arise as to whether questionnaire should be translated for minority groups who do not speak the host language. While not doing so could mean excluding them, it will be up to individual countries to judge the seriousness of these exclusions. Additional translation will, of course, incur extra financial cost, and as well possibly as additional fieldwork costs in hiring multilingual interviewers, for instance.

In making the main translation, it would be advisable for more than one person to be involved. Ideally, there should be ‘back translation’ – i.e., the translation of the original English-language questionnaire - into Latvian, say - should be translated back again into English by an independent Latvian and competent English speaker. The new English version ought to be carefully checked against the original version.

Particularly sensitive is the task of translating the concepts and terms of the screener questions, and at a minimum we would recommend ‘back translation’ of these. Some other concepts and terms are especially likely to not cross linguistic boundaries very easily. In devising the new questionnaire, some examples are:

- o ‘Stranger’ (in some countries it is nearer to ‘immigrant’).
- o ‘Vans’ (as a target of theft) – ‘trucks’ and ‘pick-ups’ are terms more often used in some countries.
- o ‘Robbery’ (often synonymous with ‘burglary’).

- ‘Bribery’ – too serious in some countries for the type of low level bribery the question is meant to capture. More appropriate terms to use could be ‘backhander’, un petit cadeau, pot-de-vin, smeergeld (Dutch), and ‘illegal commission’ (Southern Europe).

Recommendations on translation

Careful attention should be given to the translation of key concepts, preferably with back translation, particularly of the screener questions.

4.9 TRAINING OF INTERVIEWERS, CONFIDENTIALITY AND ETHICS

Training

In the pilots, interviewers received specific training for ten of the pilot surveys.³⁵ For the full-blown SASU in 2013, we are unclear how far field forces will differ from those used for the pilot surveys, and the degree of routine ‘in-house’ training that will be provided.

We feel that only professionally trained and experienced interviewers should be used in the 2013 SASU. They also need to be specifically trained about the survey. Using interviewers with previous experience of other victimisation surveys would be useful.³⁶

Much of what should be routine initial and refresher training will apply to the SASU. At a minimum, this should include procedures with regard, for instance, to:

- Encouraging respondents to take part, without being overly forceful. This is the process of ensuring ‘informed consent’.
- Being able – in CATI and CAPI interviews – to ‘manipulate’ keyboards accurately, without causing delay in questionnaire administration.
- Following questionnaire instructions accurately and quickly, without making up their own rules.
- Being able to query beforehand any interviewer instructions about which interviewers are unsure.
- Steering respondents through the questionnaire in a patient way (especially when respondents challenge ‘why is that question being asked’).
- Thanking respondents – in a genuine tone – for taking part.

In relation to the SASU, elements of training that will need to be focussed on include:

- How to select eligible respondents from within a correctly understood household unit.
- Allaying fears about the confidentiality of responses.
- Appreciating the need for questions about sexual incident and assaults / threats to be answered in a ‘private’ conversation with the interviewer, thus ensuring that the

³⁵ Duration varied. Some countries used video-recording, and discussion. Others limited training to written instructions and background information. One country trained on methodology only

³⁶ In the pilots, nine countries worked with experienced interviewer, generally employed by the Statistics Office. (Sweden worked with an experienced team that also did the national victimisation survey.) Slovenia and Cyprus recruited students from social sciences. Three countries did not report on their interviewers and one said they used a team of interviewers with and without experience. Nine surveys were done mixed gender interviewers, although the majority was female. Four surveys were done by all female teams. Five reports did not specify the gender of interviewers.

respondent is in a position to answer questions without hindrance or heightened risk. This will ensure more honest answers. It will also forestall possible domestic trouble. In face-to-face surveys, it is easier, to protect, the respondent's privacy by ensuring that the interview is conducted away from other household members. In telephone interviews, it is much more difficult to gauge the 'real life' conditions under which a respondent is answering questions. This should be fully addressed in training. The need for rescheduling an interview if conditions are not right should be stressed, applying to both face-to-face and telephone interviews.

As the SASU is centrally concerned with victimisation experience, it will also be important for interviewers to need to know about the usual contours of this. Some key training items would be that:

- Most people will engage well with the subject of crime and victimisation.
- The SASU is not meant to cover every crime a respondent might have experienced.
- Victimisation is not randomly distributed: some respondents will be victimised several times. This will make for some long interviews, whereas most will be fairly short.
- It is vitally important to make sure that events are located accurately in time, particularly as regards the 'last 12 months'.
- Incidents which might appear to more than one screener question should only be reported once.
- The screeners questions are designed specifically simply to elicit 'yes' or 'no' answers, with other parts of the questionnaire used for collecting details about what happened.
- Respondents are to report only on their own experience of personal crime.
- Very serious events are unlikely to be reported in interview often, although they could arise.
- Less serious victimisations can soon be forgotten, but are relevant to the survey and need prompting for using the exact question wording.

It is unreasonable at this point to be too prescriptive about how exactly training is delivered. This will depend on resources and existing programmes of initial and refresher training. However, active training for the SASU might be useful including role-playings, simulations, and group discussions. It would also be advisable to arrange group discussions after the first days of fieldwork to exchange experiences.

We feel that it would be useful to develop a consistent training package for interviewers working on the SASU. This might efficiently be delivered through a video or DVD, although the number of different language versions needed would have to be considered.

Confidentiality and ethics

There are ethical considerations for the agencies responsible for the SASU, for interviewers, and for respondents. Many of the ethical considerations concern confidentiality.

Agencies

Agencies should adhere to procedures to ensure tight security procedures for the electronic storage of survey data. This is especially so as regards access to, and sharing of files in which there are micro data that can be traced to individuals. (For instance, agencies should issue all interviewers with a unique password for the data collection devices they are issued with.)

For now, we assume that survey agencies responsible for the SASU are aware of the tight procedures needed to ensure the security of data, and that interviewers are made clearly aware of their own responsibilities.

Interviewers

The survey companies involved in the SASU should, we believe, have standard procedures for ensuring ethical conduct on the part of interviewers in relation to the conduct of fieldwork, disclosure of information, etc. But two issues we feel are of particular note for the SASU are that:

- Interviewers should not disclose information pertaining to respondents, and should be made aware of the consequences of doing so.
- Interviewers should adhere closely to the instructions they are given as to assuring respondents that their answers will be anonymous and treated confidentially.

Interviewers may have to deal with some difficult interviews, which might be stressful for them. Stressful interviews will not necessarily be confined to those in which sexual and other violent incidents are described by respondents; serious burglaries can also cause trauma. Agencies should take responsibility for setting procedures in place to support interviewers. For instance:

- There could be formal 'debriefing' session with interviewers after they have completed, say, 100 interviews.
- Management support should be available to deal with especially difficult 'one-off' interviews, with interviewers being clear as how to access this support.

Respondents

Interviewers (and those in charge of them) have a responsibility towards respondents. Survey companies will have their own ethics standards for how interviewers treat respondents. We assume these will be strictly enforced in relation to the SASU. Some of the procedures which are particularly important for the SASU are that:

- Respondents should not feel pressurised into taking part in the survey, but feel that have given 'informed consent'. In practice, this can be difficult given the thin dividing line between interviewer behaviour which is needed to maintain response rates, and accepting refusals.
- Respondents should be treated respectfully (however 'awkward' they might be).
- To help respondents access further support and advice, interviewers should be given at least one contact telephone number to provide to respondents who seem to require some support. Countries will need to choose from the most appropriate agencies.

As an endnote, there might be a case for considering whether respondents, at the end of the interview, should be offered the opportunity of receiving a summary of results from the SASU. This is a way of acknowledging their contribution, and thanking them for it. It may also improve a participant's future response to requests to be surveyed. However, the logistics of following through this idea are not insignificant so further consideration would be needed.

Recommendations on training of interviewers, confidentiality and ethics

Professionally trained and experienced interviewers should be used in the 2013 SASU. They also need to be specifically trained about the nature of the survey.

All elements of standard training should be maintained as regards conducting interviews efficiently, accurately, and with due regard to the respondent. But elements of training will need to focus on the SASU specifically – particularly with regard to questions on sexual and other violence victimisation and the conditions under which questions are asked about this.

A training video might be well worth considering – to save countries effort, and to ensure consistent training. Active training for the SASU might also be useful including role-playings, simulations, and group discussions.

Agencies should adhere to strict procedures as regards the security of data, especially micro data traceable to individual respondents. Interviewers should also abide by strict rules for maintaining the confidentiality of information given to them

Interviewers need to be able to access support in the event of stressful interviews. A debriefing exercise would be useful after a set number of interviews have been completed.

Respondents must not feel overly pressurised into agreeing to an interview, should be treated respectfully and have every confidence that the information they give will be anonymous and confidential. Procedures should be in place so that respondents can be referred onto a support agency if this seems appropriate.

To help respondents to access further support and advice, interviewers should be given at least one contact telephone number to give to respondents who may require some support.

4.10 TIME LIMIT FOR DATA TRANSMISSION

We see the time limit for data transmission as pertinent to when results from the SASU are available. It is important that results from a high budget Eurostat survey are timely. If not, they risk seeming out-of-date. For information on security issues, and attitudes to the police, for instance, timeliness is obviously important. This argues for the narrowest possible time gap between data collection and the publication of results.³⁷ At the same time (and speaking from experience of the ICVS), it is in our view essential that no results should be published until:

- there is full confidence on the part of Eurostat that any differences in survey methodology are not undermining the comparability of results;

37 Eurostat indicate that for other Eurostat social surveys, data availability is as follows:

- LFS data are available 12 weeks after the end of data collection;
- ICT survey: data from the second quarter of year N are available on 5 October of the same year;
- EU-SILC: data of year N-1 are available in December N/January N+1.

- it is certain that analysis procedures for estimating key indicators have been applied in a fully standardised way; and
- all countries have been given adequate opportunity to assess the comparative results, and provide feedback on (possible) reasons for them.

DG JLS have requested that top line results are available for publication by the end of 2014. With interviewing likely to be in the second semester of 2013, this poses a demanding schedule. Publication of top line results only will not, in our view, make matters much easier, since it will be essential that all data is fully verified and checked, and that analysis procedures in all countries have been the same and are robust.

As said, if CAWI is used as an interview mode, it may be that a weighting factor needs to be applied. Settling upon an appropriate weight (which might differ by country) could be a time-consuming process. This needs to be factored into the time limit for data transmission. Consideration will also need to be given as regards the technical work needed to construct appropriate weights.

Recommendations on data transmission

Results from the SASU need to be timely for optimal policy impact. However, further consideration needs to be given to how long countries should be given to 'top line' final results, taking into account the need for these to be based on fully validated data and consistent analysis processes.
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5 THE REVISED QUESTIONNAIRE

Part of the task of evaluating the results of the pilot surveys in the 17 member states was to recommend changes to the questionnaire used in the pilots. To reiterate, the main problems with that questionnaire were:

- its overall length and the detailed nature of some questions;
- the sensitivity of questions in Section G on sexual victimisation and assaults and threats (particularly in a domestic setting);
- the varying recall periods, which caused some confusion;
- some overlapping in the questions, within and between sections;
- some infelicities in phrasing of questions, and inconsistencies in response categories.

Work began on a revised questionnaire in late 2009. An outline of the initial proposal was presented at the *Working Group* meeting in February 2010. In the light of comments, some revisions were made and slightly modified questionnaire was discussed at the *Task Force* meeting in April 2010. After further comments at and after this meeting, another revision was made, which was discussed at the *Task Force* meeting in June 2010. The current version reflects discussions at the June 2010 meeting as well some of the comments from a written consultation of *Task Force* members after the June 2010 meeting. In devising and revising the questionnaire, consideration also was given to the views of the DG JLS *Expert Group on the Policy Needs of Crime and Criminal Justice Statistics*, who were consulted about what they felt the questionnaire should cover from a policy perspective.

The proposed questionnaire is set out in Annex B. However, at the request of the *Task Force* in June 2010, we have prepared two sets of the screener questions for measuring sexual victimisation and assaults / threats ('violence' hereon). The one in the full questionnaire in Annex B consists of four screener questions. The second option consists of six screener questions to differentiate violence by partners or ex-partners (see Figure B below). The second option is shown in Annex C. (The questions in Annex C are restricted only to those which are relevant to the measurement of violence).

Figure B Alternative options for questions about violence

Proposed questionnaire (see Annex B)		Alternative questionnaire (see Annex C)	
Screeners (Section C)		Screeners (Section C)	Follow-up questions of victims (Section D)
<i>Sexual incidents involving</i>	People not known People known	<i>Sexual incidents involving</i>	People not known Partners and ex-partners Other people known
<i>Assaults & threats by:</i>	People not known People known	<i>Assaults & threats by:</i>	People not known Partners and ex-partners Other people known
Follow-up questions of victims (Section D)	People not known	Follow-up questions of victims (Section D)	People not known
	People known (partners & ex-partners identified in questions on the offender)		Partners and ex-partners Other people known

As well as taking into account the views of the *Working Group*, the *Task Force*, and the *Expert Group*, we adhered to three main guiding principles in drafting the new questionnaire.

- i. The first principle was to try and find solutions to the problems that arose in relation to the piloted questionnaire.
- ii. The second principle we were guided by was to aim for a questionnaire lasting in the region of 20 minutes on average to administer in CATI.³⁸ The changes made that will have saved most time are in relation to Section G of the piloted questionnaire, and the questions on feelings of safety and security measures. In the light of the consultation with the *Expert Group* on policy priorities, we deleted screeners (and follow-up questions) on vandalism and threats which we had at various times proposed.

The current questionnaire in Annex B seems to fit the time requirements of CAPI, CATI and CAWI. For PAPI, considerable thought needs to be given to the layout of the questionnaire. The alternative version of the questionnaire (see Annex C) would take slightly longer than 20 minutes.

- iii. The third principle we adhered to was adopt as simple phrasing as possible to help with the translation into languages that are more complex than English. As discussed in Section 4.8 in Chapter 4, however, translation of the English-version questionnaire will need careful attention, particularly the screener questions.

The recall period

The period over which respondents are asked to recall victimisation incidents – the ‘recall period’ – is important. The piloted questionnaire had a variety of recall periods. This caused some confusion, although many questions asked about ‘the last five years’ and then focussed on the current and previous calendar year.

As Section 4.6 in Chapter 4 explained, there are different options for a ‘one-year’ victimisation estimate. In our revised questionnaire we have opted for the third option that we set out. In this, the victimisation screeners focus first on victimisation experience over the past five years. Then, respondents who reply affirmatively are later asked whether the incident happened in the last 12 months before the date they were interviewed.

Possible further modifications

Although the length of the revised questionnaire in Annex B is moderate and acceptable, the question still remains as to whether there is room for further cuts. These, for instance, would allow for the extra time that the violence questions in Annex C would take.

Bearing in mind that there is relatively little ‘flesh on the bone’ to be pruned further, possible candidates are:

- a. One of the four ‘worry’ questions in Section A – primary questions which are asked of everyone.
- b. Burglary to a second home – which requires one primary question and an additional short Victim Form for those victimised.

38 Timing was judged by estimates of how long each ‘ask-all’ question would take, and how long filtered questions would take, taking into account the likely number of respondents.

- c. The value of property stolen and damaged in burglary – which may be quite a time-consuming question.
- d. Whether victims who reported to the police received any information about what happened – asked in the longer Victim Forms for burglary, robbery, and violence.
- e. Whether the offender was under the influence of alcohol and / or drugs – asked in relation to robbery and violence.
- f. Whether the offence might have happened because of the victim's ethnic or immigrant status, religion or belief, disability, age, or sexual orientation. This is asked in relation to violence.
- g. Who was involved in card abuse.
- h. Whether victims who did not report violence to the police had contact with Victim Support.
- i. Avoidance behaviour at night – a primary question in Section E.

Shortening the questionnaire would, of course, cut overall fieldwork costs with the same sample size. Shorter interviews with given fieldwork costs would allow larger sample sizes. A shorter questionnaire would also free space for additional modules, perhaps on a rotating basis, on other issues in future surveys.

Another option for reducing interview length is not to ask *all* questions on attitudes and opinions to each respondent. For example:

- There are four topics in Section A of the questionnaire, which deals with worried about crime. Computer assisted interviewing makes it possible to ask every respondent only about one of these five topics, which would be randomly generated. With a main sample of 8,000 respondents, each topic on worries would be answered by 1,600 respondents. This is sufficient to compute an average per country with a reasonably narrow reliability interval. This would shorten the interview by about one minute. A less drastic option would be to ask about two out of five topics randomly, although for the respondent the choice may appear somewhat odd.
- There are three topics regarding attitudes to law enforcement. Asking each respondent about one of the three at random will save 20-30 seconds per interview.
- The personal and household information in the last part of the questionnaire might not have to be asked of all respondents to study the relation between socio-demographics and victimisation risk. However, this needs further consideration. It is also unclear whether Eurostat requires the core variables to be collected for every respondent.
- A more radical option would be to use the full questionnaire with a sample of 2,000 per country. This sample could be used for cross-sectional analyses on victimisation, demographics and attitudinal data. In addition, an extended sample could be interviewed asking only questions on victimisation experience, victimisation details (for those victimised), and social demographic information. The time required for this questionnaire would be reduced by approximately 30%. This option allows a larger sample to be interviewed for a given budget. It would improve the accuracy of estimates of victimisation rates, levels of reporting to the police, satisfaction with police on reporting, etc. A larger sample might also provide the option of drawing

sufficiently large subsamples in the capital cities of all Member States to allow the calculation of city victimisation rates as well as national rates.

The questionnaire for different modes

We do not feel it is feasible to prepare a 'mode neutral' questionnaire. The version of the questionnaire we have prepared is suitable for CATI and CAPI. Further consideration would need to be given to its adaptation for CAWI.

What CAPI and CATI can cope with will be hard to deliver in a paper questionnaire whether administered by interviewers without computers, or self-completed by respondents on paper. As mentioned in Section 4.2 of Chapter 2, interviewers and respondents have to cope with a complicated set of routings, depending on victimisation status, and there are plentiful not completing the questionnaire in they what that is wanted. A paper version of the questionnaire will need very special attention.

Recommendations on a revised questionnaire

Recommendation: It would seem advisable to carry out a further round of pilot tests with the revised questionnaire, including the alternative approaches to the screeners (and follow-up questions) on violent victimisation.

Further tests should also address possible effects of the use of different modes of data collection including CAWI on victimisation rates and the need for reweighting results.

Given that the SASU questionnaire has been drafted in English, careful attention should be given to the translation of key concepts, preferably with back translation, particularly of the screener questions.

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ANNEX A MATRIX OF INFORMATION ON THE PILOT SURVEYS

This Annex summarises information from country reports with regard to the 23 information categories we considered important.

- Table A.1 covers: interview mode, sample size, response rates and interview duration.
- Table A.2 covers: sampling domain, sampling method, and respondent age range.
- Table A.3 covers: executing and supervising agency, interviewer experience, gender and training.
- Table A.4 covers modes of contact, re-contact and replacement, and incentives.
- Table A.5 covers Questionnaires changes, completion of Section G, and other comparisons.
- Table A.6 covers: salience and overall evaluation
- Table A.7 covers: Main criticisms and comments

All country reports on which this report is based are available on the CIRCA website. The contents of the reports were also pulled together into a series of separate documents. The first lays out general comments on the pilots from the final and interim country reports. The others synthesise the main comments in the reports about the seven sections (A to G) of the questionnaire. These documents (which are largely unedited) are available on request.

We also have available in electronic form the frequencies for all questions in the questionnaire from most of the pilot surveys, although in some surveys, sample sizes were too small to allow the calculation of frequency tables per question. This information can be used to assess whether individual questions give sufficient numbers of answers to justify inclusion given the sample size that will eventually be chosen for the final study.

Table A.1 Interview modes, sample size, response rates, and duration

	Interview modes	Sample size (net)	Response rates	Duration (minutes)
Austria	CATI CAPI	511 485	41.7% 32.3%	28.5 (max 2 hrs)
Catalonia	CATI CAPI + PAPI	707 472	21% 70%	18 21
Cyprus	CAPI A few CASI and PAPI for Sec. G	639 101	89% 86%	40
Czech Rep	Face-to-face and by telephone (both modes computer assisted) and from paper.	691	69% (average for all methods)	34 30
Denmark³⁹	CATI with CAWI for Section G CAWI (all parts)	Total response 649 (305)	60% (28%) 28% for CAWI. At the end 60% as total result	Unknown
Finland	CAPI CAWI CATI	757 3078 3993	50% 24% 62% ⁴⁰	28 23 23
Germany	PAPSI (victimisation screeners) then victim forms by CATI, CAPI or PAPSI	1,306	49%	Unknown
Hungary	PAPI ⁴¹	646	59	Unknown
Italy	CATI	503	48%	33
Latvia	CAPI and PAPI (Sec. G) CATI	103 66	67% 71%	22 20
Lithuania	CAPI Section G PAPI	244 198	81% (but only 66% completed whole questionnaire)	1.07 for complete interview (discarding uncompleted)
Poland	CATI CAPI (had a longer questionnaire)	500 100	22.1% na (random route)	26.2 40.7
Portugal	Nearly 1/3 (of the sample) CATI: 1/3 CAPI + CATI (G section); 1/3 CAPI + CASI (Section G) but respondent could ask for other method then initial assigned to	515	60% (total)	33.2
Slovak Rep	PAPI	200	na	92 mins Longest 140
Slovenia	CATI CAPI	1084 916	52% 38%	19 na
Spain	Mainly CAPI (but some CATI) Section G was done with PAPI	659 (5)	53% (18% for CATI) 18% refused Section G	28 minutes (plus 9 minutes for the Section G)
Sweden	CATI	538	49%	18 / 25 ⁴²

39 Denmark: Statistics Denmark recontacted 54 out of 68 respondents who answered Sections A-F by phone and Section G through the Web. They said that they would have been willing to answer the full questionnaire by phone.

40 Finland: the response rate was 75% when households without telephone were deducted from the gross sample. The response rate was 62% if they were included.

41 Hungary: Section G filled out later by respondent without interviewer, unless respondent needed help.

42 Sweden: 18 mins without Section G; 25 mins when short Section G included.

Table A.2 Sampling domain, sampling method, and respondent range

	Sampling domain	Sampling method	Age from	Age till
Austria	National	Central Register of Registration and Telephone Directory ⁴³	18	No limit
Catalonia	CATI – Catalonia as a whole CAPI – Barcelona metrop. area	Random. Stratified by region Random, stratified by Census area	Unknown	Unknown
Cyprus	2 urban areas	Sampling frame: Population Register and households from the Electricity Authority. 2-stage random sample, stratified	18	74
Czech Rep	Part of Travel Movement Survey	Random sample of respondents from the Travel Movement Survey	Unknown	Unknown
Denmark	Population Registry	Random sample	16	75
Finland	Permanent Finnish speaking citizens	Population Register: stratified sample	15	74
Germany	Four states Head of households for household crimes Random household members for individual crimes	Panel of the German Micro Census (stratified by type of household)	Unknown	No limit
Hungary	CATI in Budapest only	Random, stratified by region, sex and age / landlines	18	No limit
Italy	National population with landline telephone connection	Random, stratified by main geographical area and municipality	14 18 Section G	No limit 74 Section G
Latvia	5 cities / towns, 4 rural municipalities, and one rural territory	Random from Population Registry, stratified by region	18	74
Lithuania	Šiauliai and Panevėžys counties	Stratified by county (150 each) random from Population Registry	15	No limit
Poland	CAPI: random walk CATI: Telephone database	CAPI: ⁴⁴ random walk with stated starting points CATI: proportional stratified sample.	18	Unknown
Portugal	3 geographical regions: Lisbon, Oporto, and Algarve.	From Housing Registry. Kish method for selecting HH member. Stratified by region	18	74
Slovak Rep	Households, but mostly head of the household	'Intent selection'	18	No limit
Slovenia	Population Register of two cities (Ljubljana and Moribor)	Simple random sample stratified by age and geographical area	15	No limit
Spain	National 2007 Population Register	3-stage stratified sample	15 Section G 18	74
Sweden	National	Random, stratified by county and age	16	79

43 Austria: weighted according to 2007 average population living in private households (sex, age, and federal province).

44 Poland: Stratified by town size and 16 voivodships.

Table A.3 Executing and supervising agency, interviewer experience, gender and training

	Executing agency	Supervising agency	Interviewer experience	Gender	Training
Austria	Statistics Austria		Experienced; 150 for CAPI and 100 for CATI	Both	Unknown
Catalonia	IDESCAT and polling company		Unknown	Both	Yes
Cyprus	CYSTAT		Mixed	12 female 1 male	Yes
Czech Rep	Czech Statistical Office		Experienced interviewers	Unknown	In methodology, not specific in subject
Denmark	Statistics Denmark's Survey Division		Experienced	Unknown	Unknown
Finland	Statistics Finland	University of Helsinki, HEUNI	Experienced	19 female 10 males	By letter
Germany	Federal Statistical Office		n.a. (postal) experienced staff for CATI and CAPI parts	Unknown	Unknown
Hungary	Hungarian Central Statistical Office		Experienced	Unknown	2 hours
Italy	Survey company selected by Istat	ISTAT	More experienced meant to be selected	Female only	Yes, but not in dealing with refusals
Latvia	National Statistical Bureau		Experienced	Both	Yes
Lithuania	Staff of regional statistics offices		Yes	Female	Yes
Poland	TNS OBOP	Institute of Justice	Mixed	CATI: 27 - 3/4 fem. CAPI: 26, 58% -fem.	Yes
Portugal	Statistics Portugal	National Working Group, comprising Min. of Justice, Min of Internal Affairs, and Victim Support	Mixed	80% female	Yes
Slovak Rep	Central Office of Statistics and Regional Offices		Yes	59% female	Unknown
Slovenia	Central Office		CATI: 12 students CAPI: 13 of which 4 students	CATI and CAPI: all female	4 hours
Spain	Contractor		Unknown	Female	Yes, 2 days
Sweden	Statistics Sweden		Yes	Unknown	Team that worked on national crime survey

Table A.4 Modes of contact, re-contact and replacement, and incentives

	Contact method	Re-contacting and replacement	Incentives
Austria	Letter	Unknown	€25 voucher
Catalonia	Advance letter	CATI – 6 call-backs CAPI – 3 attempts (well defined procedure for validation of respondent and then replacement with new address).	No
Cyprus	Advance letter (2 weeks prior)	No replacement if respondent not able or not available or when respondent spoke neither Greek nor English. Replacement only when selected respondent lived abroad, either for studies or work (was de-facto no member of household)	No
Czech Rep	Letter	Unknown	Unknown
Denmark	Letter	When R did not fill out the web-based questionnaire, R was approached by phone. Not stated how many attempts, assume several.	Unknown
Finland	Letter	In CAWI 2nd letter to all, and reminder by SMS (50% of non-respondents after 2nd letter)	No
Germany	Panel + letter	2 attempts, no replacement (initial sample was big enough to allow for a 60% drop out)	No
Hungary	Letter	Replacement by other household member if selected respondent not available, interviewer had up to three attempts to re-contact	No
Italy	Letter	7-attempts (different weekdays and time of day). Replacement within household after 4 attempts with primary respondent	No
Latvia	Letter	3 attempts at contact. After that another household member	No
Lithuania	Letter	3 attempts Replacement from by new address	No
Poland	No letter	CAPI: 2 attempts CATI: 8 attempts	No
Portugal	Letter	No replacement, but initial sample was oversized to meet required sample size	No
Slovak Rep	No , 'intended to comply'	'Intended to comply'	No
Slovenia	Letter	Special letters for follow-up procedures used	Unknown
Spain	Letter	6 call-backs	No
Sweden	Letter (1 week before	Same as for National Crime Survey	No

Table A.5 Questionnaires changes, completion of Section G, and other comparisons

	Questionnaire changes	Completed Sec. G	Comparisons with	
			Other surveys	Admin. sources
Austria	No	Yes	EU ICS (2004/5)	Yes, reporting to the police
Catalonia	No	Only CAPI; not CATI	No	Unknown
Cyprus	Only details	Yes	Not applicable	Not applicable
Czech Rep	Unknown	Yes, but in separate mode. 22 out of 27 answered details on victimisation	2007 survey, but results not comparable.	Yes, but not comparable
Denmark	No	CAWI only	Danish Victimisation Survey	Unknown
Finland	Section D omitted from CATI and CAWI; some improvement in question design	Yes	Finnish national victimisation surveys and ICVS	Police statistics
Germany	Questionnaire split into version for household crimes (to be filled out by a qualified household member) and a version for individual victimisation (to be filled out by random household member)	Yes	Unknown	Unknown
Hungary	Questionnaire was restructured to fit PAPI method	Yes	Nothing comparable	Not comparable
Italy	Some during translation, some during programming	Yes	National VS and Nat. VAWS (both ISTAT projects)	No
Latvia	No	Yes, many problems	No	No
Lithuania	Modifications made after cognitive testing	Yes	No	na
Poland	Some questions on household moved to end of questionnaire	CAPI, yes. CATI selected questions only (20 respondents)	Yes, but samples make comparisons difficult	No
Portugal	Modifications made	Yes, but different sequence of questions	No	No
Slovak Rep	Modifications made, see report on translation and testing	Yes	No	No
Slovenia	Unknown	Yes	No	Unknown
Spain	Unknown	Yes, but re-arranged	No	No
Sweden	No	Yes, but 25% refused	Swedish Crime Survey	Unknown

Table A.6 Salience and overall evaluation

	Salience	Overall evaluation
Austria	Positive, but the questionnaire is very demanding and the crimes are not the most serious ones.	<ul style="list-style-type: none"> What is needed (and should be elaborated) is some tool that allows for differentiation between 'serious' or 'real' crime <i>versus</i> other disturbances.
Catalonia	Normal or good	<ul style="list-style-type: none"> OK
Cyprus	Very positive. Another theme that could be covered is that of psychological violence. Similar survey could be conducted in schools, covering school violence.	<ul style="list-style-type: none"> Very positive Preference for CAPI (most appropriate for Cyprus)
Czech Rep	No judgement	<ul style="list-style-type: none"> The questionnaire was too long and complicated with enormous number of questions which burden respondents. There were unpopular questions about property and income. The long 5-year recall period was too inclusive.
Denmark	Overall, the interviewers found the survey very relevant	<ul style="list-style-type: none"> The questionnaire needs to be improved quite a lot
Finland	Positive	<ul style="list-style-type: none"> The questionnaire was too long, specially for CATI but also for the two other modes. Phrasing of questions not optimal Section G troublesome – long and invasive. Section D very repetitive and too detailed.
Germany	Feasible, but needs work	<ul style="list-style-type: none"> Feasible and reliable results Produces valid findings broadening knowledge for policy beyond official statistics Allows for international comparison
Hungary	Incentive might increase patience. Some crimes are not 'crimes'; respondents are not motivated to answer	<ul style="list-style-type: none"> Questionnaire not suitable for PAPI. Need for an 'other crimes' category. No match between survey crime definitions and criminal code.
Italy	Respondents seemed interested.	<ul style="list-style-type: none"> Survey had good results. Questionnaire is feasible. Standardised methodology for data collection may not be possible
Latvia	Respondents very positive	<ul style="list-style-type: none"> Both CATI and CAPI have advantages and disadvantages
Lithuania	19% dropped out during Section G; as a result 66% completed whole questionnaire	<ul style="list-style-type: none"> Unacceptable length and complexity of the questionnaire Supplementary documents (explanations of the contents) are needed
Poland	Very many refusals because of tedious and repetitive nature of the questions - especially Section G.	<ul style="list-style-type: none"> Questionnaire must be improved a lot

Table A.6 (cont.) Salience and overall evaluation

	Salience	Overall evaluation
Portugal	OK. Most respondents completed the interview	<ul style="list-style-type: none"> There are some problems to overcome with regard to sampling, interview mode and questionnaire.
Slovak Rep	Respondents got annoyed by repetition and length of the questionnaire	<ul style="list-style-type: none"> It could be done in PAPI
Slovenia	The interview and other aspects of the survey like computer programming and data analysis are very demanding because of the length and complicated structure. It is a heavy burden	
Spain	The respondents considered the gathering of this type of information very appropriate.	<ul style="list-style-type: none"> Positive, but the questionnaire needs work
Sweden	Very positive, but response rates were lower than for the National survey, and questionnaire needs work	<ul style="list-style-type: none"> Many of the questions need to be reformulated Many of the questions Section G are of a highly sensitive nature and are unsuited to a survey of this kind Not sufficiently well developed for pilot testing

Table A.7 Main criticisms and comments

	Main criticisms and comments
Austria	<ul style="list-style-type: none"> Obviously the questionnaire is a demanding instrument, both for the respondents, and also for the interviewers. It is extremely time-consuming. Many trivial crimes (or not even crimes). There is doubt about the validity of the domestic violence items.
Catalonia	<ul style="list-style-type: none"> Questionnaire needs to be rationalised and simplified. It is a general survey with little attention to specific victim groups (children, gender based crime, on vacation etc). Very serious violent crime is not in the questionnaire, but may fall out of the scope of this project
Cyprus	<ul style="list-style-type: none"> Many complaints about length. Sensitivity and personal nature of questions is a problem. Changes are needed regarding length and structure. Target should be those aged 18+. Introductions are needed for each section. Section G should preferably be in CASI or PAPI mode It should be stand-alone survey.
Czech Rep	<ul style="list-style-type: none"> For future purposes, a more effective and appropriate approach would be to append several questions with reference to victims of one or two crime types over a period of one year to another social questionnaire. Furthermore, to obtain objective and comparable data, the sample size of respondents must be such that we can then weight the data according to the selected population.
Denmark	<ul style="list-style-type: none"> Data was linked to registered database that has information on respondent and household (age, gender, marital status, place of residence, citizenship, country of origin, household composition). Therefore, there was no need to ask these questions in the survey Phrasing of questions clumsy. Too much repetition of questions. Questionnaire is too long; respondents get disinterested.
Finland	<ul style="list-style-type: none"> The basic questionnaire should have been finalised in more detail before field testing, especially different versions for different modes
Germany	<ul style="list-style-type: none"> A victim survey (within the system of official statistics) leads to reliable and valid results. The tested questionnaire requires modification, specifically with regard to wording of the questions. Survey needs to be on a regular basis. Preferably there should be a uniform survey method, but this does not seem feasible. The questionnaire must accommodate different types of interview methods; current instrument is not equipped for PAPI. Questionnaire must be shortened Sample must be large enough. Fieldwork possible in second half of 2013. Translations are needed for non German-speaking population.
Hungary	<ul style="list-style-type: none"> Self-completion of Section G was not a success. In general, the respondents' opinion was that the questionnaire was too long, and too detailed. It was the most difficult and the longest questionnaire conducted in the last few years. Many 'crimes' are not crimes. Repetition was tedious. Questionnaire needs an 'other crimes' category.

Table A.7 (cont.)

Main criticisms and comments

	Main criticisms and comments
Italy	<ul style="list-style-type: none"> • Sensitive issues (income, protective measures) should be moved to the end. May be find different way of obtaining income. • Screening crimes in Section C were too long; need to apply a shorter list. • Better to use standardised time frames - preferably a 12-month reference period. • Streamline victim forms, in line with the type of crime reported. • Consumer fraud, bribery and computer crimes/security suffer from definitional problems. Bribery as defined in pilot questionnaire is too sensitive in the Italian context. • Section G: the introductions to this and to specific parts of the section are problematic or even redundant. Separate screeners for different types of offenders can be cut down. Sexual harassment is less relevant.
Latvia	<ul style="list-style-type: none"> • The structure of the questionnaire seems to be rather complicated. Should be rearranged with no overlap. • Time frames are not consistent and are too long for some crimes. • Section G was problematic; too personal.
Lithuania	<ul style="list-style-type: none"> • Structure should clearer, simpler and shorter. • Violence should be shorter and clearer. • These should be clear description of concepts and definitions; too much confusion. • Household and person information should be harmonised with European model. • Crimes should be classified after details are asked. • Fewer response categories are needed. • CAPI is most appropriate for this survey. • Reference period should be the calendar year
Poland	<ul style="list-style-type: none"> • Too long – more than 300 questions. • Respondents became annoyed by the duration of interview (max 90 min. - many crimes, many details. • Wrong structure • Repetition of questions / issues • Too many questions about households • Too many questions about feeling safe • Broad panel of crimes including sexual and violent offences • Only basic crime details. • Few questions about households. • No questions about life time experience. • Survey should be repeated every 2 to 3 years.
Portugal	<ul style="list-style-type: none"> • Questionnaire needs deep revision: needs to be shorter and simpler. • Response categories need to be looked at. • Reference periods are not logical. • Follow-up questions are not logical. • Psychological violence is missing. • Satisfaction with justice system is missing.
Slovak Rep	<ul style="list-style-type: none"> • Long questionnaire; it must be shorter • Lifetime prevalence is not useful; needs consistent timeframes • Formulation of questions not optimal - far too much detail • Incentive for the household would be valuable.

Table A.7 (cont.) Main criticisms and comments

Main criticisms and comments	
Slovenia	<ul style="list-style-type: none"> • Too extensive - parts not applicable to Slovenia • Title of the project should have a positive connotation. • Avoid mentioning the police. • Personal and household information is problematic. • Young respondents have problems answering household information, and parents refuse on behalf of young respondents.
Spain	<ul style="list-style-type: none"> • The questionnaire is workable, despite its length. The average duration of the interviews is less than 30 minutes. • The Section G (Violence) subsections of the questionnaire used in the field test were rearranged with respect to the original version approved by the Task Force. • The rearrangement of Section G is based on the questions regarding violence experienced by the respondent, from the earliest to the most recent event. Firstly, the questions referred to violence experienced from a stranger, and concluded with partner violence. • It may be advisable to simplify the reference periods in the questionnaire, using only a short term (for example, the last five years) and a long term reference period (for example, the last fifteen years). • We believe that it may be useful to include, in each subsection of Section G, a question on when did the violent events take place and how old was the respondent at the time. • In the field test conducted in Spain, the target population was family units with people aged 15 to 74, inclusive, except for the questions in Section G (Violence), which were formulated to people aged over 18. • Given that older people had serious difficulties in responding to the self-completion questions in Section G, it may be advisable to lower the age limit from 74 to 70 years. • The test revealed that CAPI interviewing is the most appropriate. The length of the questionnaire and nature of the survey argue against the use of CATI. • We believe that from a Spanish perspective, a title such as "Survey on Safety and Crime" would be more understandable and more readily accepted by the public. This would encourage participation. • The test has also underscored the importance of a correct and accurate translation into the national language, duly substantiated by a cognitive test. • At this stage, given the length of the questionnaire, the wide range of issues addressed, and the duration of the interviews, we would advise against including this survey as a module of a broader European survey. We believe that it should be a standalone project.
Sweden	<ul style="list-style-type: none"> • Much lower non-response among the older respondents, (which raises doubts about representativeness of sample). • The questionnaire is very long and it may be worth scrutinising it in some detail, asking whether all of the information collected is really necessary.

ANNEX B PROPOSED QUESTIONNAIRE FOR THE SASU

Ø. INTERVIEWER INTRODUCTION	
Ø1	<p>Intro1</p> <p>I am an interviewer from We are conducting a survey about crime and public safety at the request of the European Union (alternatively: of the Ministry of Justice / Interior).</p> <p>May I ask you a few questions? This interview won't take much of your time. Your answers will, of course, be treated confidentially and anonymously.</p>
Ø2	<p>Intro2</p> <p><< INT: IF RESPONDENT IS SUSPICIOUS OR DOUBTFUL >></p> <p>If you want to check whether this survey is done for the European Union / [Ministry], or if you would like more information, I can give you the phone-number of someone at the [Ministry].</p>
Ø3	<p>Intro3</p> <p><< INT: IF RESPONDENT ASKS FOR THAT NUMBER >></p> <p>His/her telephone is</p>
Ø4	<p>Household composition</p> <p>In order to determine which person in your household I should interview, I would like to know about the composition of your household. Including yourself, how many people are there in the household?</p> <p><< INT: REFERS TO CURRENT HOUSEHOLD. A HOUSEHOLD COMPRISES PEOPLE WHO REGULARLY EAT TOGETHER >></p> <p>Total number of persons in household _____</p> <p>Number of persons aged less than or equal to 4</p> <p>Number of persons aged from 5 to 13</p> <p>Number of persons aged from 14 to 15</p> <p>Number of persons aged from 16 to 24 of which, number of students</p> <p>Number of persons aged from 25 to 64</p> <p>Number of persons aged more than or equal to 65</p>
Ø5	<p>Respondent selection</p> <p>Could I now interview the person in your household aged 16 or over whose birthday is next?</p> <p><< INT: IF SAME PERSON, GO TO QUESTION SECTION A. IF DIFFERENT PERSON, GO TO QUESTION Ø6 >></p>
Ø6	<p>Appointment book</p> <p><< INT: IF NOT AVAILABLE >></p> <p>Can you tell me at what time and at which telephone number I have the best chance of contacting him / her?</p> <p>Note date, time, number _____</p> <p><< INT: IF SELECTED RESPONDENT IS DIFFERENT FROM THE FIRST PERSON CONTACTED IN THE HOUSEHOLD >></p>
Ø7	<p>Intro4</p> <p>I am an interviewer from We are conducting a survey about crime and public safety the request of the European Union (alternatively: of the Ministry of Justice / Interior).</p> <p>May I ask you a few questions? This interview won't take much of your time. Your answers will, of course, be treated confidentially and anonymously.</p>

A. FEELING SAFE AND WORRIES ABOUT CRIME	
A1	<p>How safe do you feel alone at night</p> <p>I would now like to ask some questions about crime in your area.</p> <p>How safe do you feel walking alone in your area after dark? Do you feel very safe, fairly safe, a bit unsafe, or very unsafe?</p> <p><< INT: IF RESPONDENTS SAYS 'NEVER GOES OUT', STRESS >></p> <p>How safe <u>would you feel</u>?</p> <p>1 Very safe</p> <p>2 Fairly safe</p> <p>3 A bit unsafe</p> <p>4 Very unsafe</p> <p>5 [DK]</p>
A2	<p>Worried about contact crime</p> <p>How worried are you about a family member or you yourself being physically attacked by people you do not know? Are you not worried at all, a bit worried, quite worried or very worried?</p> <p>1 Not worried at all</p> <p>2 A bit worried</p> <p>3 Quite worried</p> <p>4 Very worried</p> <p>5 [DK]</p>
A3	<p>Worried about terrorism</p> <p>How worried are you about being victim of a terrorist attack in your country? Are you not worried at all, a bit worried, quite worried or very worried?</p> <p>1 Not worried at all</p> <p>2 A bit worried</p> <p>3 Quite worried</p> <p>4 Very worried</p> <p>5 [DK]</p>
A4	<p>Likelihood of burglary</p> <p>What would you say are the chances that over the next twelve months someone will try to break into your home to steal something? Do you think this is not at all likely, not very likely, fairly likely, or very likely?</p> <p>1 Not at all likely</p> <p>2 Not very likely</p> <p>3 Fairly likely</p> <p>4 Very likely</p> <p>5 [DK]</p>
B. QUESTIONS ABOUT VEHICLE OWNERSHIP, SECOND HOME OWNERSHIP AND USE OF 'CARDS' AND ONLINE BANKING	
B1	<p>I will be asking you some questions about crimes that you or other household members might have experienced. Before that, though, I need to ask you about some things that might have been targeted by offenders.</p> <p>Use of car / van / pick-up truck</p> <p>First, in the last five years, has anyone in your household had a car, van or pick-up truck for personal use?</p> <p><< INT: INCLUDE LEASED CARS AND COMPANY CARS AVAILABLE FOR PERSONAL USE >></p> <p><< INT: HOUSEHOLD MEANS <u>CURRENT</u> HOUSEHOLD MEMBERS >></p> <p><< HOUSEHOLD MEMBERS ARE PEOPLE WHO LIVE IN THE SAME HOUSE AND REGULARLY EAT TOGETHER >></p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK / cannot remember]</p>

B2	<p>Use of motorcycle</p> <p>In the last five years, has anyone in your household had a moped, scooter or motorcycle?</p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK / cannot remember]</p>
B3	<p>Use of bicycle</p> <p>In the last five years, has anyone in your household had a bicycle?</p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK / cannot remember]</p>
B4	<p>Second home ownership</p> <p>In the last five years, did your household have a second home?</p> <p><< INT: INCLUDE A HOME AVAILABLE FOR USE BY THE HOUSEHOLD, EVEN IF IT IS LET OUT OCCASIONALLY >></p> <p><< INT: DO NOT INCLUDE HOMES WHICH ARE PERMANENTLY LET OUT >></p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK / cannot remember]</p>
B5	<p>Ownership of bank and credit cards, and use of on-line banking</p> <p>In the last five years, have you personally used a credit card, cash card, or bank card, or done your banking on-line?</p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK / cannot remember]</p>

C VICTIMISATION SCREENERS

Note that all the screener questions refer to the experience of country citizens wherever the offence might have occurred – rather than to offences in the country in which they live. Whether the incident took place abroad is dealt with in the follow-up questions.

VICTIMISATION SCREENERS FOR VEHICLE-RELATED CRIMES

I would now like to ask some questions about crimes that you or other members of your household may have experienced.

IF B1 = 1, ASK C1. IF B1 = 2 OR 3, GO TO C3

C1 Car theft victimisation screener

In the last five years have you or anyone else in your household had a car, van or pick-up truck stolen or driven away without permission?

<< INT: DO NOT INCLUDE A CAR BEING TAKEN BY A FAMILY MEMBER WITHOUT PERMISSION, UNLESS THE OWNER CONSIDERS THIS THEFT >>

- 1 Yes
- 2 No
- 3 [DK / cannot remember]

IF B1 = 1, ASK C2. IF B1 = 2 OR 3, GO TO C3

C2 Theft from car victimisation screener

(Apart from this) In the last five years have you or anyone else in your household had anything stolen from a car, van or pick-up truck? This includes parts of the vehicle, ~~personal~~ possessions in the car, or other things.

- 1 Yes
- 2 No
- 3 [DK / cannot remember]

<p><i>IF B2 = 1, ASK C3. IF B2 = 2 OR 3, GO TO C4</i></p> <p>C3 Motorcycle theft victimisation screener</p> <p>In the last five years, did you or anyone else in your household have a motorcycle, scooter or moped stolen or driven away without permission?</p> <p>1 Yes 2 No 3 [DK / cannot remember]</p>
<p><i>IF B3 = 1, ASK C4. IF B3 = 2 OR 3, GO TO C5</i></p> <p>C4 Bicycle theft victimisation screener</p> <p>In the last five years have you or anyone else in your household had a bicycle stolen?</p> <p><< INT: INCLUDE CHILDREN'S BICYCLES IF THEY ARE TWO-WHEELERS >></p> <p>1 Yes 2 No 3 [DK / cannot remember]</p>

VICTIMISATION SCREENERS FOR HOUSEHOLD-RELATED CRIMES

<p>C5 Burglary victimisation screener</p> <p>Over the past five years, did anyone actually get into your main home without permission and steal or try to steal something? I am not including here thefts from the garden, garage, shed or lock-up or from a second home.</p> <p><< INT: INCLUDE CELLARS THAT ARE PART OF THE HOME. >> << INT: INCLUDE STATIC MOBILE HOMES / CARAVANS >></p> <p>1 Yes 2 No 3 [DK / cannot remember]</p>
<p><i>IF B4 = 1, ASK C6. IF B4 = 2 OR 3, GO TO C7</i></p> <p>C6 Burglaries in second homes</p> <p>Over the past five years, did anyone actually get into your second home / house without permission, and steal or try to steal something? I am not including here thefts from the garden, garage, shed or lock-up.</p> <p><< INT: INCLUDE CELLARS. THAT ARE PART OF THE HOME>> << INT: INCLUDE STATIC MOBILE HOMES / CARAVANS >></p> <p>1 Yes 2 No 3 [DK / cannot remember]</p>

VICTIMISATION SCREENERS FOR PERSONAL CRIMES

<p>Next I would like to ask you some questions about what may have happened to you <u>personally</u>. Things that you have mentioned already or which happened to other members of your household should not be mentioned here.</p> <p>Please include anything that happened to you in the last five years. These incidents could have taken place in the street, for instance, in a pub, in a park, on public transport, at work, or at home.</p>
<p>C7 Robbery victimisation screener</p> <p>In the last five years, has anyone stolen, or tried to steal something from you by using force or threatening you with force?</p> <p>1 Yes 2 No 3 [DK / cannot remember]</p>

C8 Personal theft victimisation screener

Excluding thefts by using force or threat, there are many other types of theft of personal property, such as pick-pocketing or theft of a purse, wallet, clothing, jewellery, mobile phone, and mp3 player, or sports equipment.

In the last five years have you personally been victim of any of these incidents?

1 Yes
2 No
3 [DK / cannot remember]

VICTIMISATION SCREENERS FOR 'NON-CONVENTIONAL' CRIMES

C9 Consumer fraud victimisation screener

Now changing the subject, in the last five years, were you yourself the victim of a consumer fraud. In other words, have you been cheated in terms of the quantity, quality or pricing of the goods being sold or services delivered? This could also have happened when you bought something over the Internet.

<< INT: INCLUDE CELLARS. THAT ARE PART OF THE HOME>>

1 Yes
2 No
3 [DK / cannot remember]

IF B5 = 1, ASK C10. IF B5 = 2 OR 3, GO TO C11

C10 Card / on-line banking abuse victimisation screener

In the last five years, has information from your credit card, cash card, debit card, bank card or on-line bank account been used without permission, to steal from you, or to defraud you?

1 Yes
2 No
3 [DK / cannot remember]

C11 Bribery victimisation screener

In some countries, there is a problem of bribery in the public or private sector. In the last five years, has anyone such as a police officer, other government official (for example an inspector or a customs officer), a doctor, or teacher asked you, or expected you to pay a bribe [or backhander] for his or her services?

1 Yes
2 No
3 [DK / cannot remember]

VICTIMISATION SCREENERS FOR VIOLENT CRIMES

I asked before whether anyone had stolen, or tried to steal something from you by using force or threatening you with force. Apart from this, I would like to ask you about other incidents when someone has used force against you, or threatened to do so. These incidents could have taken place in the street, for instance, in a pub, in a park, on public transport, at work, or at home.

I will start with offences of a sexual nature. I am only interested in incidents which might have happened to you personally.

Remember that your answers will, of course, be treated confidentially and anonymously.

C12 Sexual offences – people not known

People sometimes touch or grab someone in a really offensive way for sexual reasons, or force or attempt to force them into an unwanted sexual act. I want to know whether this has happened to you. This might have involved someone you knew, or someone you did not know at the time. First, I would like to know whether, in the past five years, anyone you did not know at the time has done any of these things to you?

<< INT: IF RESPONDENT IS HESITANT OR NERVOUS, TRY TO FIND OUT IF THE PRESENCE OF

<p>OTHERS IS A PROBLEM. IF SO, CONSIDER OPTION OF RESCHEDULING THE INTERVIEW >></p> <p><< INT: PEOPLE KNOWN JUST BY SIGHT SHOULD BE COUNTED AS PEOPLE NOT KNOWN >></p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK / cannot remember]</p> <p>4 [Refusal / don't wish to answer]</p>	
C13	<p>Sexual offences – others known</p> <p>Secondly, has anyone <u>you know</u> done this to you in the past five years? This could have been a partner, ex-partner, boyfriend / girlfriend, ex-boyfriend / girlfriend, a date, or someone else you knew well, such as a family member, friend, neighbour, or colleague. Please take your time to think about it.</p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK, cannot remember]</p> <p>4 [Refusal / don't wish to answer]</p> <p><< INT: AGAIN, IF RESPONDENT IS HESITANT OR NERVOUS, TRY TO FIND OUT IF THE PRESENCE OF OTHERS IS A PROBLEM. IF SO, CONSIDER OPTION OF RESCHEDULING THE INTERVIEW >></p>
<p>Now I am going to ask about other incidents of a non-sexual nature when someone has used force against you, or threatened to do so. Again this might have involved someone you knew, or someone you did not know at the time.</p> <p>Remember that your answers will, of course, be treated confidentially and anonymously.</p>	
C14	<p>Assaults / threats – people not known</p> <p>First, in the past five years, has anyone <u>you did not know at the time</u> threatened to hurt you, or actually slapped you, hit you, kicked you, thrown something at you, or attacked or threatened you with a weapon in a way that really frightened you?</p> <p><< INT: IF RESPONDENT IS HESITANT OR NERVOUS, TRY TO FIND OUT IF THE PRESENCE OF OTHERS IS A PROBLEM. IF SO, CONSIDER OPTION OF RESCHEDULING THE INTERVIEW >></p> <p><< INT: PEOPLE KNOWN JUST BY SIGHT SHOULD BE COUNTED AS PEOPLE NOT KNOWN >></p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK / cannot remember]</p> <p>4 [Refusal / don't wish to answer]</p>
C15	<p>Assaults / threats – others known</p> <p>Secondly, has anyone <u>you know</u> done this to you in the past five years? This could have been a partner, ex-partner, boyfriend / girlfriend, ex-boyfriend / girlfriend, a date, or someone else you knew well, such as a family member, friend, neighbour, or colleague.</p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK, cannot remember]</p> <p>4 [Refusal, don't wish to answer]</p>

D. VICTIMISATION DETAILS	
<i>SECTION D QUESTIONS RELATE TO CRIMES THE RESPONDENT HAS BEEN VICTIM OF IN THE LAST FIVE YEARS. THE QUESTIONS RELATE TO THE LAST INCIDENT THAT HAPPENED, IF THEY HAVE BEEN VICTIMISED MORE THAN ONCE</i>	
D1 THEFT OF A CAR / VAN / PICK-UP TRUCK	
IF C1 = 1, ASK D1.1, ELSE GO TO D2.1	
You have been a victim of one or more crimes in the last five years. I will now ask you a few details about these incidents.	
D1.1	<p>When (MR)</p> <p>You mentioned the theft of a car (van / pick-up truck). I want to know when this happened. Was it within the last 12 months – i.e., since [12 months before date of interview]. Or was it before this?</p> <p><< INT: IF RESPONDENT HAS BEEN VICTIM MORE THAN ONCE, CODE ALL TIME PERIODS THAT APPLY >></p> <p><< INT: PROBE AS FAR AS POSSIBLE WHETHER CODE 1 OR 2 APPLIES >></p> <p>1 Last 12 months</p> <p>2 Before that</p> <p>3 [DK / cannot remember]</p>
IF D1.1 = 1, ASK D1.1a. ELSE GO TO D1.2	
D1.1a	<p>How often in last 12 months</p> <p>How often did it happen in the last 12 months?</p> <p>1 Once</p> <p>2 Twice</p> <p>3 Three times</p> <p>4 Four times</p> <p>5 Five times or more</p> <p>6 [DK / cannot remember]</p>
D1.2	<p>Where did it happen</p> <p>(The last time) where did this theft happen? Was it in or around your home, in your neighbourhood or town, somewhere elsewhere in [country], or did it happen abroad?</p> <p><< INT: IF VICTIM MORE THAN ONCE OVER THE PAST FIVE YEARS, ASK ABOUT THE LAST TIME THIS HAPPENED >></p> <p>1 In or around own home (main or secondary residence)</p> <p>2 In neighbourhood or town</p> <p>3 Elsewhere in [country]</p> <p>4 Abroad</p> <p>5 [DK / cannot remember]</p>
D1.3	<p>Was vehicle returned</p> <p>(The last time this happened) Did you get the vehicle back?</p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK / cannot remember]</p>
D1.4	<p>Incident reported to the police</p> <p>(The last time this happened) did you or anyone else report the incident to the police?</p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK / cannot remember]</p>
IF D1.4 = 1, ASK D.1.4a	
D1.4a	<p>Satisfied with police response</p> <p>Overall, how satisfied were you with the way the police handled the matter? Were you very satisfied, fairly satisfied, neither satisfied nor dissatisfied, a bit dissatisfied or very dissatisfied?</p>

<p>1 Very satisfied 2 Fairly satisfied 3 Neither satisfied nor dissatisfied 4 A bit dissatisfied 5 Very dissatisfied 6 [DK / cannot remember]</p>	<p>END OF SECTION – GO TO D2.1</p>
<p>D2 THEFT FROM A CAR / VAN / PICK-UP TRUCK</p>	
<p>IF C2 = 1, ASK D2.1, ELSE GO TO D3.1</p>	
<p>D2.1 When (MR)</p> <p>You mentioned the theft from a car (van / pick-up truck). I want to know when this happened. Was it within the last 12 months – i.e., since [12 months before date of interview]. Or was it before this?</p> <p><< INT: IF RESPONDENT HAS BEEN VICTIM MORE THAN ONCE, CODE ALL TIME PERIODS THAT APPLY >></p> <p>1 Last 12 months 2 Before that 3 [DK / cannot remember]</p>	
<p>IF D2.1 = 1, ASK D2.1b. ELSE GO TO D2.2</p>	
<p>D2.1b How often in last 12 months</p> <p>How often did it happen in the last 12 months?</p> <p>1 Once 2 Twice 3 Three times 4 Four times 5 Five times or more 6 [DK / cannot remember]</p>	
<p>D2.2 Where did it happen</p> <p>(The last time) where did this theft happen? Was it in or around your home, in your neighbourhood or town, somewhere elsewhere in [country], or did it happen abroad?</p> <p>-<< INT: IF VICTIM MORE THAN ONCE OVER THE PAST FIVE YEARS, ASK ABOUT THE LAST TIME THIS HAPPENED >></p> <p>1 In or around own home (main or secondary residence) 2 In neighbourhood or town 3 Elsewhere in [country] 4 Abroad 5 [DK / cannot remember]</p>	
<p>D2.3 Incident reported to the police</p> <p>(The last time this happened) did you or anyone else report the incident to the police?</p> <p>1 Yes 2 No 3 [DK / cannot remember]</p>	
<p>IF D2.3 = 1, ASK D2.3a</p>	
<p>D2.3a Satisfaction with police response</p> <p>Overall, how satisfied were you with the way the police handled the matter? Were you very satisfied, fairly satisfied, neither satisfied nor dissatisfied, a bit dissatisfied or very dissatisfied?</p> <p>1 Very satisfied 2 Fairly satisfied 3 Neither satisfied nor dissatisfied 4 A bit dissatisfied 5 Very dissatisfied 6 [DK / cannot remember]</p>	
<p>END OF SECTION – GO TO D3.1</p>	

D3 MOTORCYCLE / MOPED THEFT	
<p><i>IF C3 = 1, ASK D3.1. ELSE GO TO D4.1</i></p> <p>D3.1 When (MR)</p> <p>You mentioned theft of a motorcycle or moped. I want to know when this happened. Was it within the last 12 months – i.e., since [12 months before date of interview]. Or was it before this?</p> <p><< INT: IF RESPONDENT HAS BEEN VICTIM MORE THAN ONCE, CODE ALL TIME PERIODS THAT APPLY >></p> <ul style="list-style-type: none"> 1 Last 12 months 2 Before that 3 [DK / cannot remember] 	
<p><i>IF D3.1 = 1, ASK D3.1a. ELSE GO TO D3.2</i></p> <p>D3.1a How often in last 12 months</p> <p>How often did it happen in the last 12 months?</p> <ul style="list-style-type: none"> 1 Once 2 Twice 3 Three times 4 Four times 5 Five times or more 6 [DK / cannot remember] 	
<p>D3.2 Where did it happen</p> <p>(The last time) where did this theft happen? Was it in or around your home, in your neighbourhood or town, somewhere elsewhere in [country], or did it happen abroad?</p> <p><< INT: IF VICTIM MORE THAN ONCE OVER THE PAST FIVE YEARS, ASK ABOUT THE LAST TIME THIS HAPPENED >></p> <ul style="list-style-type: none"> 1 In or around own home (main or secondary residence) 2 In neighbourhood or town 3 Elsewhere in [country] 4 Abroad 5 [DK / cannot remember] 	
<p>D3.3 Incident reported to the police</p> <p>(The last time this happened) did you or anyone else report the incident to the police?</p> <ul style="list-style-type: none"> 1 Yes 2 No 3 [DK / cannot remember] 	
<p><i>IF D3.3 = 1, ASK D3.3a</i></p> <p>D3.3a Satisfaction with police response</p> <p>Overall, how satisfied were you with the way the police handled the matter? Were you very satisfied, fairly satisfied, neither satisfied nor dissatisfied, a bit dissatisfied or very dissatisfied?</p> <ul style="list-style-type: none"> 1 Very satisfied 2 Fairly satisfied 3 Neither satisfied nor dissatisfied 4 A bit dissatisfied 5 Very dissatisfied 6 [DK / cannot remember] <p style="text-align: right;"><i>END OF SECTION – GO TO D4.1</i></p>	

D4 BICYCLE THEFT	
<i>IF C4 = 1, ASK D4.1. ELSE GO TO D5.1</i>	
D4.1	<p>When (MR)</p> <p>You mentioned theft of a bicycle I want to know when this happened. Was it within the last 12 months – i.e., since [12 months before date of interview]. Or was it before this?</p> <p><< INT: IF RESPONDENT HAS BEEN VICTIM MORE THAN ONCE, CODE ALL TIME PERIODS THAT APPLY >></p> <ul style="list-style-type: none"> 1 Last 12 months 2 Before that 3 [DK / cannot remember]
<i>IF D4.1 = 1, ASK D4.1a. ELSE GO TO D4.2</i>	
D4.1a	<p>How often in last 12 months</p> <p>How often did it happen in the last 12 months?</p> <ul style="list-style-type: none"> 1 Once 2 Twice 3 Three times 4 Four times 5 Five times or more 6 [DK / cannot remember]
D4.2	<p>Where did it happen</p> <p>(The last time) where did this theft happen? Was it in or around your home, in your neighbourhood or town, somewhere elsewhere in [country], or did it happen abroad?</p> <p><< INT: IF VICTIM MORE THAN ONCE OVER THE PAST FIVE YEARS, ASK ABOUT THE LAST TIME THIS HAPPENED >></p> <ul style="list-style-type: none"> 1 In or around own home (main or secondary residence) 2 In neighbourhood or town 3 Elsewhere in [country] 4 Abroad 5 [DK / cannot remember]
D4.3	<p>Incident reported to the police</p> <p>(The last time this happened) did you or anyone else report the incident to the police?</p> <ul style="list-style-type: none"> 1 Yes 2 No 3 [DK / cannot remember]
<i>IF D4.3 = 1, ASK D4.3a</i>	
D4.3a	<p>Satisfaction with police response</p> <p>Overall, how satisfied were you with the way the police handled the matter? Were you very satisfied, fairly satisfied, neither satisfied nor dissatisfied, a bit dissatisfied or very dissatisfied?</p> <ul style="list-style-type: none"> 1 Very satisfied 2 Fairly satisfied 3 Neither satisfied nor dissatisfied 4 A bit dissatisfied 5 Very dissatisfied 6 [DK / cannot remember]
<i>END OF SECTION – GO TO D5.1</i>	

D5 BURGLARY – MAIN HOME	
<i>IF C5 = 1, ASK D5.1, ELSE GO TO D6.1</i>	
D5.1	<p>When (MR)</p> <p>You mentioned a burglary in your main home. I want to know when this happened. Was it within the last 12 months – i.e., since [12 months before date of interview]. Or was it before this?</p> <p><< INT: IF RESPONDENT HAS BEEN VICTIM MORE THAN ONCE, CODE ALL TIME PERIODS THAT APPLY >></p> <ul style="list-style-type: none"> 1 Last 12 months 2 Before that 3 [DK / cannot remember]
<i>IF D5.1 = 1, ASK D5.1a. ELSE GO TO D5.2</i>	
D5.1a	<p>How often in last 12 months</p> <p>How often did it happen in the last 12 months?</p> <ul style="list-style-type: none"> 1 Once 2 Twice 3 Three times 4 Four times 5 Five times or more 6 [DK / cannot remember]
D5.2	<p>Value of property stolen or damaged</p> <p>(The last time) what do you estimate roughly was the value of any property stolen or damaged?</p> <p><< INT: IF VICTIM MORE THAN ONCE OVER THE PAST FIVE YEARS, ASK ABOUT THE LAST TIME THIS HAPPENED >></p> <p><< INT: IF RESPONDENTS ASKS, ASK FOR REPLACEMENT VALUE. TRY AND OBTAIN AT LEAST A ROUGH ESTIMATE >></p> <ul style="list-style-type: none"> 1 [Nothing stolen or damaged] 2 _____ value in € (or local currency) 3 [DK / cannot remember]
D5.2a	<p>Burglary insurance</p> <p>Was any of the property which was stolen or damaged covered by insurance?</p> <ul style="list-style-type: none"> 1 Yes 2 No 3 [DK / cannot remember]
D5.3	<p>Incident reported to the police</p> <p>(The last time this happened) did you or anyone else report the incident to the police?</p> <ul style="list-style-type: none"> 1 Yes 2 No 3 [DK / cannot remember] <p><i>IF D5.3 = 1,, GO TO D5.3b</i></p> <p><i>IF D5.3 = 3, GO TO D5.5</i></p>
<i>IF D5.3 = 2, ASK D5.3a</i>	
D5.3a	<p>Why police were not informed (MR)</p> <p>Why not?</p> <p><< INT: MULTIPLE RESPONSES ARE POSSIBLE. DO NOT READ OUT RESPONSE CATEGORIES BELOW, BUT CODE ANSWERS IN THE MOST APPROPRIATE CATEGORY >></p> <ul style="list-style-type: none"> 1 Not serious enough / no loss / kid's stuff 2 Inappropriate for police / police not necessary 3 Police could do nothing / lack of proof 4 Police won't do anything about it 5 Fear / dislike of the police / didn't want involvement with police

6	Reported to other authorities instead
7	Solved it myself / my family resolved it / perpetrator known to me
8	No insurance
9	Fear of reprisals
10	Inconvenient / police too far away / too much trouble
11	Other reasons
12	Don't know
<i>GO TO D5.5</i>	
<p><i>IF D5.3 = 1, ASK D5.3b</i></p> <p>D5.3b Satisfaction with police response</p> <p>Overall, how satisfied were you with the way the police handled the matter? Were you very satisfied, fairly satisfied, neither satisfied nor dissatisfied, a bit dissatisfied or very dissatisfied?</p> <p>1 Very satisfied</p> <p>2 Fairly satisfied</p> <p>3 Neither satisfied nor dissatisfied</p> <p>4 A bit dissatisfied</p> <p>5 Very dissatisfied</p> <p>6 [DK / cannot remember]</p>	
<p><i>IF D5.3b = 4 OR 5, ASK D5.3c</i></p> <p>D5.3c Why not satisfied (MR)</p> <p>For what reasons were you dissatisfied? You can give more than one reason.</p> <p><< INT: MULTIPLE RESPONSES ARE POSSIBLE. DO NOT READ OUT RESPONSE CATEGORIES BELOW, BUT CODE ANSWERS IN THE MOST APPROPRIATE CATEGORY >></p> <p>1 Didn't do enough</p> <p>2 Were not interested</p> <p>3 Didn't find or apprehend the offender</p> <p>4 Didn't recover my property (goods)</p> <p>5 Didn't keep me properly informed</p> <p>6 Didn't treat me correctly / were impolite</p> <p>7 Were slow to arrive</p> <p>8 Other reasons</p> <p>9 DK (spontaneous)</p>	
<p><i>IF D5.3 = 1, ASK D5.4</i></p> <p>D5.4 Receive any information about what happened</p> <p>Did you receive any information from the police about what happened in your case - for instance, did they say they had caught someone, or that they were not in a position to take things further?</p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK / cannot remember]</p>	
<p>D5.5 Contact victim support</p> <p>In some countries, agencies have been set up to help victims of crime by giving information, practical or emotional support. Did you or anyone else in your household have any contact with a specialised victim support agency after this incident?</p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK / cannot remember]</p>	
<p><i>IF D5.5 = 1, ASK D5.5a</i></p> <p><i>IF D5.5 = 2 OR 3, GO TO D5.5b</i></p> <p>D5.5a What type of contact (MR)</p> <p>What type of contact did you have? Was it a letter, a phone call, or did you personally meet with the victim support agency?</p>	

1	Letter
2	Phone call
3	Met with victim support agency
4	[DK / cannot remember]

IF D5.5 = 2 or 3, ASK D5.5b

D5.5b Support useful

Do you think that the services of a specialised agency to help victims of crime would have been useful for you or anyone else in your household after this incident?

1 Yes
2 No
3 [DK / cannot remember]

D5.6 Emotional impact

To what extent is the incident still on your mind? Do you never think about it, sometimes think about it, think about it quite often, or does it dominate your life?

1 Never
2 Sometimes think about it
3 Think about it quite often
4 Dominates my life
5 [DK / refuses to say]

END OF SECTION – GO TO D6.1

D6 BURGLARY – SECOND HOME

IF C6 = 1, ASK D6.1, ELSE GO TO D7.1

D6.1 When (MR)

You mentioned a burglary in your second home. I want to know when this happened. Was it within the last 12 months – i.e., since [12 months before date of interview]. Or was it before this?

<< INT: IF RESPONDENT HAS BEEN VICTIM MORE THAN ONCE, CODE ALL TIME PERIODS THAT APPLY >>

1 Last 12 months
2 Before that
3 [DK / cannot remember]

IF D6.1 = 1, ASK D6.1a. ELSE GO TO D6.2

D6.1a How often in last 12 months

How often did it happen in the last 12 months?

1 Once
2 Twice
3 Three times
4 Four times
5 Five times or more
6 [DK / cannot remember]

D6.2 Whether second home abroad

[The last time] was the burglary at a second home in this country, or in another country?

<< INT: IF VICTIM MORE THAN ONCE OVER THE PAST FIVE YEARS, ASK ABOUT THE LAST TIME THIS HAPPENED >>

1 This country
2 Another country

D6.3 Incident reported to the police

(The last time this happened) did you or anyone else report the incident to the police?

1 Yes
2 No
3 [DK / cannot remember]

<p><i>IF D6.3 = 1, ASK D.6.3a</i></p> <p>D6.3a Satisfied with police response</p> <p>Overall, how satisfied were you with the way the police handled the matter? Were you very satisfied, fairly satisfied, neither satisfied nor dissatisfied, a bit dissatisfied or very dissatisfied?</p> <p>1 Very satisfied 2 Fairly satisfied 3 Neither satisfied nor dissatisfied 4 A bit dissatisfied 5 Very dissatisfied 6 [DK / cannot remember]</p> <p style="text-align: right;"><i>END OF SECTION – GO TO D7.1</i></p>	
<p>D7 ROBBERY</p>	
<p><i>IF C7 = 1, ASK D7.1, ELSE GO TO D8.1</i></p> <p>D7.1 When (MR)</p> <p>You mentioned that someone had stolen, or tried to steal, something from you by <u>using force or threatening</u> you with force. I want to know when this happened. Was it within the last 12 months – i.e., since [12 months before date of interview]. Or was it before this?</p> <p><< INT: IF RESPONDENT HAS BEEN VICTIM MORE THAN ONCE, CODE ALL TIME PERIODS THAT APPLY >></p> <p>1 Last 12 months 2 Before that 3 [DK / cannot remember]</p>	
<p><i>IF D7.1 = 1. ASK D7.1a. ELSE GO TO D7.2</i></p> <p>D7.1a How often in last 12 months</p> <p>How often did it happen in the last 12 months?</p> <p>1 Once 2 Twice 3 Three times 4 Four times 5 Five times or more 6 [DK / cannot remember]</p>	
<p>D7.2 Where did it happen</p> <p>(The last time) where did this incident happen? Was it in or around your home, in your neighbourhood or town, somewhere elsewhere in [country], or did it happen abroad?</p> <p><< INT: IF VICTIM MORE THAN ONCE OVER THE PAST FIVE YEARS, ASK ABOUT THE LAST TIME THIS HAPPENED >></p> <p>1 In or around own home (main or secondary residence) 2 In neighbourhood or town 3 Elsewhere in [country] 4 Abroad 5 [DK / cannot remember]</p>	
<p>D7.3 Something stolen</p> <p>Was anything actually stolen?</p> <p>1 Yes 2 No 3 [DK / cannot remember]</p>	
<p>D7.4 Weapon used</p> <p>Did any of the offenders have a weapon or something they used or threatened to use as a weapon?</p> <p>1 Yes 2 No 3 [DK / cannot remember]</p>	

<p><i>IF D7.4 = 1, ask D7.4a</i></p> <p>D7.4a Kind of weapon</p> <p>What did he / she / they use as a weapon? Was it a gun of some sort, a knife, or something else?</p> <p><<</p> <p>INT: DO NOT READ OUT. IF MORE THAN ONE WEAPON, MARK THE HIGHEST ON THE LIST >></p> <ul style="list-style-type: none"> 1 Gun (of some sort) 2 Knife 3 Something else 4 [DK / cannot remember]
<p>D7.5 Injury</p> <p>Were you bruised, scratched, cut or injured in any way?</p> <ul style="list-style-type: none"> 1 Yes 2 No 3 [DK / cannot remember]
<p><i>IF D7.5 = 1, ASK D7.5a</i></p> <p>D7.5a Treatment for injury</p> <p>Did you visit a doctor, health centre or hospital because of the incident?</p> <ul style="list-style-type: none"> 1 Yes 2 No 3 [DK / cannot remember]
<p>D7.6 Emotional impact</p> <p>To what extent is the incident still on your mind? Do you never think about it, sometimes think about it, think about it quite often, or does it dominate your life?</p> <ul style="list-style-type: none"> 1 Never 2 Sometimes think about it 3 Think about it quite often 4 Dominates my life 5 [DK / refuses to say]
<p>D7.7 Alcohol</p> <p>At the time the incident happened, did you think the offender was under the influence of alcohol and / or drugs?</p> <ul style="list-style-type: none"> 1 Yes 2 No 3 [DK / cannot remember]
<p>D7.8 Incident reported to the police</p> <p>(The last time this happened) did you or anyone else report the incident to the police?</p> <ul style="list-style-type: none"> 1 Yes 2 No 3 [DK / cannot remember] <p><i>IF D7.8 = 1, GO TO D7.8b</i></p> <p><i>IF D7.8 = 3, GO TO D7.10</i></p>
<p><i>IF D7.8 = 2, ASK D7.8a</i></p> <p>D7.8a Why police were not informed (MR)</p> <p>Why not?</p> <p><< INT: MULTIPLE RESPONSES ARE POSSIBLE. DO NOT READ OUT RESPONSE CATEGORIES BELOW, BUT CODE ANSWERS IN THE MOST APPROPRIATE CATEGORY >></p> <ul style="list-style-type: none"> 1 Not serious enough / no loss / kid's stuff 2 Inappropriate for police / police not necessary 3 Police could do nothing / lack of proof 4 Police won't do anything about it

5	Fear / dislike of the police / didn't want involvement with police
6	Reported to other authorities instead
7	Solved it myself / my family resolved it / perpetrator known to me
8	No insurance
9	Fear of reprisals
10	Inconvenient / police too far away / too much trouble
11	Other reasons
12	Don't know
<i>GO TO D7.10</i>	
<i>IF D7.8 = 1, ASK D7.8b</i>	
D7.8b Satisfaction with police response	
Overall, how satisfied were you with the way the police handled the matter? Were you very satisfied, fairly satisfied, neither satisfied nor dissatisfied, a bit dissatisfied or very dissatisfied?	
1	Very satisfied
2	Fairly satisfied
3	Neither satisfied nor dissatisfied
4	A bit dissatisfied
5	Very dissatisfied
6	[DK / cannot remember]
<i>IF D7.8b = 4 OR 5, ASK D7.8c</i>	
D7.8c Why not satisfied (MR8)	
For what reasons were you dissatisfied? You can give more than one reason.	
<< INT: MULTIPLE RESPONSES ARE POSSIBLE. DO NOT READ OUT RESPONSE CATEGORIES BELOW, BUT CODE ANSWERS IN THE MOST APPROPRIATE CATEGORY >>	
1	Didn't do enough
2	Were not interested
3	Didn't find or apprehend the offender
4	Didn't recover my property (goods)
5	Didn't keep me properly informed
6	Didn't treat me correctly / were impolite
7	Were slow to arrive
8	Other reasons
9	DK (spontaneous)
<i>IF D7.8 = 1, ASK D7.9</i>	
D7.9 Receive any information about what happened	
Did you receive any information from the police about what happened in your case - for instance, did they say they had caught someone, or that they were not in a position to take things further?	
1	Yes
2	No
3	[DK / cannot remember]
D7.10 Contact victim support	
In some countries, agencies have been set up to help victims of crime by giving information, practical or emotional support. Did you have any contact with a specialised victim support agency after this incident?	
1	Yes
2	No
3	[DK / cannot remember]
<i>IF D7.10 = 1, ASK D7.10a</i>	
D7.10a What type of contact (MR)	
What type of contact did you have? Was it a letter, a phone call, or did you personally meet with the victim support agency?	

1 Letter 2 Phone call 3 Met with victim support agency 4 [DK / cannot remember]
D7.10b Support useful Do you think that the services of a specialised agency to help victims of crime would have been useful for you after this incident? 1 Yes 2 No 3 [DK / cannot remember] <p style="text-align: right;"><i>END OF SECTION – GO TO D8.1</i></p>
D8 THEFT OF PERSONAL PROPERTY
IF C8 = 1, ASK D8.1, ELSE GO TO D9.1 D8.1 When (MR) You mentioned theft of personal property in which there was no force or threat of force. I want to know when this happened. Was it within the last 12 months – i.e., since [12 months before date of interview]. Or was it before this? << INT: IF RESPONDENT HAS BEEN VICTIM MORE THAN ONCE, CODE ALL TIME PERIODS THAT APPLY >> 1 Last 12 months 2 Before that 3 [DK / cannot remember]
IF D8.1 = 1, ASK D8.1a. D8.1a How often in last 12 months How often did it happen in the last 12 months? 1 Once 2 Twice 3 Three times 4 Four times 5 Five times or more 6 [DK / cannot remember]
D8.2 Where did it happen (The last time) where did this theft happen? Was it in or around your home, in your neighbourhood or town, somewhere elsewhere in [country], or did it happen abroad? << INT: IF VICTIM MORE THAN ONCE OVER THE PAST FIVE YEARS, ASK ABOUT THE LAST TIME THIS HAPPENED >> 1 In or around own home (main or secondary residence) 2 In neighbourhood or town 3 Elsewhere in [country] 4 Abroad 5 [DK / cannot remember]
D8.3 Holding / carrying what was stolen (The last time this happened) were you holding or carrying what was stolen (e.g., was it a case of pickpocketing?) 1 Yes 2 No 3 [DK / cannot remember]
D8.4 Incident reported to the police (The last time this happened) did you or anyone else report the incident to the police? 1 Yes 2 No 3 [DK / cannot remember]

<p><i>IF D8.4 = 1, GO TO D8.4a</i></p> <p>D8.4a Satisfaction with police response</p> <p>Overall, how satisfied were you with the way the police handled the matter? Were you very satisfied, fairly satisfied, neither satisfied nor dissatisfied, a bit dissatisfied or very dissatisfied?</p> <p>1 Very satisfied 2 Fairly satisfied 3 Neither satisfied nor dissatisfied 4 A bit dissatisfied 5 Very dissatisfied 6 [DK / cannot remember]</p> <p style="text-align: right;"><i>END OF SECTION – GO TO D9.1</i></p>	
<p>D9 CONSUMER FRAUD</p>	
<p><i>IF C9 = 1, ASK D9.1, ELSE GO TO D10.1</i></p> <p>D9.1 When (MR)</p> <p>You mentioned being a victim of consumer fraud. I want to know when this happened. Was it within the last 12 months – i.e., since [12 months before date of interview]. Or was it before this?</p> <p><< INT: IF RESPONDENT HAS BEEN VICTIM MORE THAN ONCE, CODE ALL TIME PERIODS THAT APPLY >></p> <p>1 Last 12 months 2 Before that 3 [DK / cannot remember]</p>	
<p><i>IF D9.1 = 1, ASK D9.1a. ELSE GO TO D9.2</i></p> <p>D9.1a How often in last 12 months</p> <p>How often did it happen in the last 12 months?</p> <p>1 Once 2 Twice 3 Three times 4 Four times 5 Five times or more 6 [DK / cannot remember]</p>	
<p>D9.2 Where happened – home or abroad</p> <p>[The last time] did the incident happen to you in this country, or in another country?</p> <p><< INT: IF VICTIM MORE THAN ONCE OVER THE PAST FIVE YEARS, ASK ABOUT THE LAST TIME THIS HAPPENED >></p> <p><< INT: IF THE FRAUD INVOLVED THE INTERNET, CODE THE COUNTRY WHERE THE RESPONDENT MADE THE INTERNET CONNECTION >></p> <p>1 This country 2 Another country 3 [DK / cannot remember]</p>	
<p>D9.3 Involved buying goods or services</p> <p>Last time it happened, was it when buying goods or paying for a service?</p> <p>1 Buying goods 2 A service 3 Both 4 [DK / cannot remember]</p>	
<p>D9.4 Involved the Internet</p> <p>Was it an order using the internet or e-mail?</p> <p>1 Yes 2 No 3 [DK / cannot remember]</p>	

<p>D9.5 Incident reported to police or an authority</p> <p>Did you or anyone else report the incident to the police, a consumer authority, or to both?</p> <p>1 Police</p> <p>2 Consumer authority</p> <p>3 Both</p> <p>4 No</p> <p>5 [DK / cannot remember]</p>
<p><i>IF D9.5 = 1 or 3, ASK D9.5a</i></p> <p>D9.5a Satisfaction with response</p> <p>Overall, how satisfied were you with the way the <u>police</u> dealt with the matter? Were you very satisfied, fairly satisfied, neither satisfied nor dissatisfied, a bit dissatisfied or very dissatisfied?</p> <p><< INT: THIS IS ABOUT SATISFACTION WITH THE POLICE ONLY >></p> <p>1 Very satisfied</p> <p>2 Fairly satisfied</p> <p>3 Neither satisfied nor dissatisfied</p> <p>4 A bit dissatisfied</p> <p>5 Very dissatisfied</p> <p>6 [DK / cannot remember]</p> <p style="text-align: right;"><i>END OF SECTION – GO TO D10.1</i></p>
<p>D10 CARD / ON-LINE FRAUD</p>
<p><i>IF C10 = 1, ASK D10.1, ELSE GO TO D11.1</i></p> <p>D10.1 When (MR)</p> <p>You mentioned that someone had used your credit card, cash card, debit card, bank card or on-line bank account to steal from you, or to defraud you. When did this happen? I want to know when this happened. Was it within the last 12 months – i.e., since [12 months before date of interview]. Or was it before this?</p> <p><< INT: IF RESPONDENT HAS BEEN VICTIM MORE THAN ONCE, CODE ALL TIME PERIODS THAT APPLY >></p> <p>1 Last 12 months</p> <p>2 Before that</p> <p>3 [DK / cannot remember]</p>
<p><i>IF D10.1 = 1, ASK D10.1a. ELSE GO TO D10.2</i></p> <p>D10.1a How often in last 12 months</p> <p>How often did it happen in the last 12 months?</p> <p>1 Once</p> <p>2 Twice</p> <p>3 Three times</p> <p>4 Four times</p> <p>5 Five times or more</p> <p>6 [DK / cannot remember]</p>
<p>D10.2 Where happened – home or abroad</p> <p>[The last time] did the incident happen to you in this country, or in another country?</p> <p><< INT: IF VICTIM MORE THAN ONCE OVER THE PAST FIVE YEARS, ASK ABOUT THE LAST TIME THIS HAPPENED >></p> <p>4 This country</p> <p>5 Another country</p> <p>6 [DK / cannot remember]</p>
<p>D10.3 Card or on-line fraud</p> <p>The last time it happened, was one of your cards used (for example, a credit card, debit card, or cash card)? Or was the theft done by on-line banking?</p> <p>1 Card used</p>

2	On-line banking
3	[DK / cannot remember]
<p>D10.4 Find out who was involved</p> <p>Did you ever find out who was involved?</p> <p><< INT: IF YES, BUT ANSWER NOT SPONTANEOUS, ASK WHO IT WAS >></p> <p>1 Yes, family member or someone else well known to me</p> <p>2 Yes, but someone not known to me</p> <p>3 No</p> <p>4 [DK / cannot remember]</p>	
<p>D10.5 Incident reported to police or an authority</p> <p>Did you or anyone else report the incident to the police, to a bank or some other financial institution, or to both?</p> <p>1 Police</p> <p>2 Bank / financial institution</p> <p>3 Both</p> <p>4 No</p> <p>5 [DK / cannot remember]</p>	
<p><i>IF D10.5 = 1 or 3,</i></p> <p>D10.5a Satisfaction with <u>police</u> response</p> <p>Overall, how satisfied were you with the way the police dealt with the matter? Were you very satisfied, fairly satisfied, neither satisfied nor dissatisfied, a bit dissatisfied or very dissatisfied?</p> <p><< INT: THIS IS ABOUT SATISFACTION WITH THE POLICE ONLY >></p> <p>1 Very satisfied</p> <p>2 Fairly satisfied</p> <p>3 Neither satisfied nor dissatisfied</p> <p>4 A bit dissatisfied</p> <p>5 Very dissatisfied</p> <p>6 [DK / cannot remember]</p> <p style="text-align: right;"><i>END OF SECTION – GO TO D11.1</i></p>	
<p>D11 BRIBERY</p>	
<p>IF C11 = 1, ASK D11.1, ELSE GO TO D12.1</p> <p>D11.1 When (MR)</p> <p>You mentioned being forced or expected to pay a bribe [backhander]. When did this happen? I want to know when this happened. Was it within the last 12 months – i.e., since [12 months before date of interview]. Or was it before this?</p> <p><< INT: IF RESPONDENT HAS BEEN VICTIM MORE THAN ONCE, CODE ALL TIME PERIODS THAT APPLY >></p> <p>1 Last 12 months</p> <p>2 Before that</p> <p>3 [DK / cannot remember]</p>	
<p><i>IF D11.1 = 1, ASK D11.1a. ELSE GO TO D11.2</i></p> <p>D11.1a How often in last 12 months</p> <p>How often did it happen in the last 12 months?</p> <p>1 Once</p> <p>2 Twice</p> <p>3 Three times</p> <p>4 Four times</p> <p>5 Five times or more</p> <p>6 [DK / cannot remember]</p>	
<p>D11.2 Where happened – home or abroad</p> <p>[The last time] did the incident happen to you in this country, or in another country?</p>	

<p><< INT: IF VICTIM MORE THAN ONCE OVER THE PAST FIVE YEARS, ASK ABOUT THE LAST TIME THIS HAPPENED >></p> <p>1 This country 2 Another country 3 [DK / cannot remember]</p>
<p>D11.3 What type of official was involved</p> <p>(The last time this happened) what type of official was involved? Was it a police officer, an inspector, a customs officer, some other government official, someone involved in the law, a teacher, or doctor? Or was it someone else?</p> <p>1 Police officer 2 Inspector (health, construction, food quality, sanitary control or licensing agency) 3 Customs officer 4 Some other government official 5 Someone involved in the law (judge, prosecutor, court official etc) 6 Teacher / professor / other school staff 7 Doctor (or other medical personnel) 8 Someone else 9 [DK / cannot remember]</p>
<p>D11.4 Reported to police or an authority</p> <p>Did you or anyone else report the incident to the police, to some other authority, or to both?</p> <p>1 Police 2 Other authority 3 Both 4 No 5 [DK / cannot remember]</p>
<p><i>IF D11.4 = 1 or 3, ASK D11.4a</i></p> <p>D11.4a Satisfaction with response</p> <p>Overall, how satisfied were you with the way the police dealt with the matter? Were you very satisfied, fairly satisfied, neither satisfied nor dissatisfied, a bit dissatisfied or very dissatisfied?</p> <p>1 Very satisfied 2 Fairly satisfied 3 Neither satisfied nor dissatisfied 4 A bit dissatisfied 5 Very dissatisfied 6 [DK / cannot remember]</p> <p style="text-align: right;"><i>END OF SECTION – GO TO D12.1</i></p>
<p>D12 SEXUAL OFFENCES – PEOPLE NOT KNOWN</p>
<p><i>IF C12 = 1, ASK D12.1, ELSE GO TO D13.1</i></p> <p>D12.1 When (MR)</p> <p>You mentioned that you had been victim of a sexual offence by someone you did not know. Remember that your answers will, of course, be treated confidentially and anonymously.</p> <p>I want to know when this happened. Was it within the last 12 months – i.e., since [12 months before date of interview]. Or was it before this?</p> <p><< INT: IF RESPONDENT HAS BEEN VICTIM MORE THAN ONCE, CODE ALL TIME PERIODS THAT APPLY >></p> <p>1 Last 12 months 2 Before that 3 [DK / cannot remember]</p>
<p><i>IF D12.1 = 1, ASK D12.1a. ELSE GO TO D12.2</i></p> <p>D12.1a How often in last 12 months</p> <p>How often did it happen in the last 12 months?</p> <p>1 Once</p>

2	Twice
3	Three times
4	Four times
5	Five times or more
6	[DK / cannot remember / refuses to say]

D12.2 Where did it happen

(The last time) where did this incident happen? Was it in or around your home, in your neighbourhood or town, somewhere elsewhere in [country], or did it happen abroad?

<< INT: IF VICTIM MORE THAN ONCE OVER THE PAST FIVE YEARS, ASK ABOUT THE LAST TIME THIS HAPPENED >>

1	In or around own home (main or secondary residence)
2	In neighbourhood or town
3	Elsewhere in [country]
4	Abroad
5	[DK / cannot remember / refuses to say]

D12.3 Description of incident

Would you describe the incident as (1) a rape or attempted rape, (2) an indecent assault, or (3) behaviour which you found offensive? Please simply give me the number that is applicable.

1	A rape or attempted rape
2	Indecent assault
3	Offensive behaviour
4	[DK / cannot remember / refuses to say]

IF D12.3 = 3 OR 4, GO TO D12.6

IF D12.3 = 1 OR 2, ASK D12.4.

D12.4 Weapon used

Did any of the offenders have a weapon or something they used or threatened to use as a weapon?

1	Yes
2	No
3	[DK / cannot remember / refuses to say]

IF D12.4 = 1, ask D12.4a. ELSE GO TO D12.5.

D12.4a Kind of weapon

What did he / she / they use as a weapon? Was it a gun of some sort, a knife, a something else?

<< IF SEVERAL WEAPONS, MARK THE HIGHEST ON THE LIST >>

1	Gun (of some sort)
2	Knife
3	Something else
4	[DK / cannot remember / refuses to say]

D12.5 Injury

Were you bruised, scratched, cut or injured in any way?

1	Yes
2	No
3	[DK / cannot remember / refuses to say]

IF D12.5 = 1, ASK D12.5a. ELSE GO TO D12.6

D12.5a Treatment for injury

Did you visit a doctor, health centre or hospital because of the incident?

1	Yes
2	No
3	[DK / cannot remember / refuses to say]

D12.6 Emotional impact

To what extent is the incident still on your mind? Do you never think about it, sometimes think about it, think about it quite often, or does it dominate your life.

1	Never
2	Sometimes think about it
3	Think about it quite often
4	Dominates my life
5	[DK / refuses to say]

D12.7 Alcohol

At the time the incident happened, did you think the offender was under the influence of alcohol and / or drugs?

1 Yes

2 No

3 [DK / cannot remember]

D12.8 Whether due to discrimination (MR)

Do you believe this crime happened because of, or partly because of your ethnic or immigrant status, religion or belief, disability, age, or sexual orientation?

<< IF ONLY A 'YES' ANSWER, ASK WHAT THE RESPONDENT BELIEVED WAS THE REASON >>

1 Ethnic or immigrant status

2 Religion or belief

3 Disability

4 Age

5 Sexual orientation

6 Not due to any of these

7 [DK / cannot remember / refuses to say]

D12.9 Incident reported to the police

(The last time this happened) did you or anyone else report the incident to the police?

1 Yes

2 No

3 [DK / cannot remember / refuses to say]

IF D12.9 = 1, GO TO D12.9b

IF D12.9 = 3, GO TO D12.11

IF D12.9 = 2, ASK D12.9a,

D12.9a Why police were not informed (MR)

Why not?

<< INT: MULTIPLE RESPONSES ARE POSSIBLE. DO NOT READ OUT RESPONSE CATEGORIES BELOW, BUT CODE ANSWERS IN THE MOST APPROPRIATE CATEGORY >>

1 Not serious enough / no loss / kid's stuff

2 Inappropriate for police / police not necessary

3 Police could do nothing / lack of proof

4 Police won't do anything about it

5 Fear / dislike of the police / didn't want involvement with police

6 Reported to other authorities instead

7 Solved it myself / my family resolved it / perpetrator known to me

8 No insurance

9 Fear of reprisals

10 Inconvenient / police too far away / too much trouble

11 Other reasons

12 [DK / cannot remember]

GO TO D12.11

IF D12.9 = 1, ASK D12.9b

D12.9b Satisfaction with police response

Overall, how satisfied were you with the way the police handled the matter? Were you very satisfied, fairly satisfied, neither satisfied nor dissatisfied, a bit dissatisfied or very dissatisfied?

1	Very satisfied
2	Fairly satisfied
3	Neither satisfied nor dissatisfied
4	A bit dissatisfied
5	Very dissatisfied
6	[DK / cannot remember]

IF D12.9b = 4 OR 5, ASK D12.9c

D12.9c Why not satisfied (MR)

For what reasons were you dissatisfied? You can give more than one reason.

<< INT: MULTIPLE RESPONSES ARE POSSIBLE. DO NOT READ OUT RESPONSE CATEGORIES BELOW, BUT CODE ANSWERS IN THE MOST APPROPRIATE CATEGORY >>

1	Didn't do enough
2	Were not interested
3	Didn't find or apprehend the offender
4	Didn't recover my property (goods)
5	Didn't keep me properly informed
6	Didn't treat me correctly / were impolite
7	Were slow to arrive
8	Other reasons
9	DK (spontaneous)

IF D12.9 = 1, ASK D12.10

D12.10 Receive any information about what happened

Did you receive any information from the police about what happened in your case - for instance, did they say they had caught someone, or that they were not in a position to take things further?

1	Yes
2	No
3	[DK / cannot remember / refuses to say]

D12.11 Contact victim support

In some countries, agencies have been set up to help victims of crime by giving information, practical or emotional support. Did you have any contact with a specialised victim support agency after this incident?

1	Yes
2	No
3	DK / cannot remember / / refuses to say]

IF D12.11 = 1, ASK D12.11a.

D12.11a What type of contact (MR)

What type of contact did you have? Was it a letter, a phone call, or did you personally meet with the victim support agency?

1	Letter
2	Phone call
3	Met with victim support agency
4	[DK / cannot remember]

IF D12.11 = 2 OR 3, ASK D12.11b

D12.11b Support useful

Do you think that the services of a specialised agency to help victims of crime would have been useful for you after this incident?

1	Yes
2	No
3	[DK / cannot remember / refuses to say]

END OF SECTION – GO TO D13.1

D13 SEXUAL OFFENCES – OTHER PEOPLE KNOWN

IF C13 = 1, ASK D13.1, ELSE GO TO D14.1

D13.1 When (MR)

You mentioned that you had been victim of a sexual offence by someone you knew. Remember that your answers will, of course, be treated confidentially and anonymously.

I want to know when this happened. Was it within the last 12 months – i.e., since [12 months before date of interview]. Or was it before this?

<< INT: IF RESPONDENT HAS BEEN VICTIM MORE THAN ONCE, CODE ALL TIME PERIODS THAT APPLY >>

- 1 Last 12 months
- 2 Before that
- 3 [DK / cannot remember]

IF D13.1 = 1, ASK D13.1a. ELSE GO TO D13.2

D13.1a How often in last 12 months

How often did it happen in the last 12 months?

- 1 Once
- 2 Twice
- 3 Three times
- 4 Four times
- 5 Five times or more
- 6 [DK / cannot remember / refuses to say]

D13.2 Where did it happen

(The last time) where did this sexual offence happen? Was it in or around your home, in your neighbourhood or town, somewhere elsewhere in [country], or did it happen abroad?

<< INT: IF VICTIM MORE THAN ONCE OVER THE PAST FIVE YEARS, ASK ABOUT THE LAST TIME THIS HAPPENED >>

- 1 In or around own home (main or secondary residence)
- 2 In neighbourhood or town
- 3 Elsewhere in [country]
- 4 Abroad
- 5 [DK / cannot remember / refuses to say]

D13.3 Description of incident

Would you describe the incident as (1) a rape or attempted rape, (2) an indecent assault, or (3) behaviour which you found offensive? Please simply give me the number that is applicable.

- 1 A rape and attempted rape
- 2 Indecent assault
- 3 Offensive behaviour
- 4 [DK / refuses to say]

IF D13.3 = 3 OR 4, GO TO D13.6

IF D13.3 = 1 OR 2, ASK D13.4

D13.4 Weapon used

Did any of the offenders have a weapon or something they used or threatened to use as a weapon?

- 1 Yes
- 2 No
- 3 [DK / cannot remember / refuses to say]

IF D13.4 = 1, ask D13.4a

D13.4a Kind of weapon

What did he /she /they use as a weapon? Was it a gun of some sort, a knife, or something else?

<< INT: IF SEVERAL WEAPONS, MARK THE HIGHEST ON THE LIST >>

1	Gun (of some sort)
2	Knife
3	Something else
4	[DK / cannot remember / refuses to say]

D13.5 Injury

Were you bruised, scratched, cut or injured in any way?

1 Yes

2 No

3 [DK / cannot remember / refuses to say]

IF D13.5 = 1, ASK D13.5a

D13.5a Treatment for injury

Did you visit a doctor, health centre or hospital because of the incident?

1 Yes

2 No

3 [DK / cannot remember / refuses to say]

D13.6 Emotional impact

To what extent is the incident still on your mind? Do you never think about it, sometimes think about it, think about it quite often, or does it dominate your life.

1 Never

2 Sometimes think about it

3 Think about it quite often

4 Dominates my life

5 [DK / refuses to say]

D13.7 Was the offender a partner or someone else known

At the time of the incident, was the offender your spouse, partner or boyfriend / girlfriend, or your ex-spouse, ex-partner, ex- boyfriend / girlfriend? Or was it someone else you knew?

<< INT: MEANS RELATIONSHIP AT TIME OF THE OFFENCES >>

1 Spouse or partner (at the time)

2 Ex-spouse or ex-partner (at the time)

3 Boyfriend / girlfriend (at the time)

4 Ex-boyfriend / ex-girlfriend (at the time)

5 Someone else known

6 Refuses to say (spontaneous)

IF D13.7 = 5, ASK D13.7a

D13.7a Who was the offender if not partner

Can you tell me who the offender was? Was it a date, a relative, a neighbour, a friend, a colleague, a customer or client, or someone else?

1 Date

2 Relative

3 Neighbour

4 Friend

5 Colleague

6 Customer / client

7 Someone else

8 Refuses to say (spontaneous)

9 [DK]

D13.8 Alcohol

At the time the incident happened, did you think the offender was under the influence of alcohol and / or drugs?

1 Yes

2 No

3 [DK / cannot remember]

D13.9 Whether due to discrimination (MR)

Do you believe this crime happened because of, or partly because of your ethnic or immigrant status, religion or belief, disability, age, or sexual orientation?

<< IF ONLY A 'YES' ANSWER, ASK WHAT THE RESPONDENT BELIEVED WAS THE REASON >>

- 1 Ethnic or immigrant status
- 2 Religion or belief
- 3 Disability
- 4 Age
- 5 Sexual orientation
- 6 Not due to any of these
- 7 [DK / cannot remember / refuses to say]

D13.10 Incident reported to the police

(The last time this happened) did you or anyone else report the incident to the police?

- 1 Yes
- 2 No
- 3 [DK / cannot remember / refuses to say]

IF D13.10 = 1, GO TO D13.10b

IF D13.10 = 3, GO TO D13.12

IF D13.10 = 2, ASK D13.10a

D13.10a Why police were not informed (MR)

Why not?

<< INT: MULTIPLE RESPONSES ARE POSSIBLE. DO NOT READ OUT RESPONSE CATEGORIES BELOW, BUT CODE ANSWERS IN THE MOST APPROPRIATE CATEGORY >>

- 1 Not serious enough / no loss / kid's stuff
- 2 Inappropriate for police / police not necessary
- 3 Police could do nothing / lack of proof
- 4 Police won't do anything about it
- 5 Fear / dislike of the police / didn't want involvement with police
- 6 Reported to other authorities instead
- 7 Solved it myself / my family resolved it / perpetrator known to me
- 8 No insurance
- 9 Fear of reprisals
- 10 Inconvenient / police too far away / too much trouble
- 11 Other reasons
- 12 Don't know

GO TO D13.12

IF D13.10 = 1, ASK D13.10b

D13.10b Satisfaction with police response

Overall, how satisfied were you with the way the police handled the matter? Were you very satisfied, fairly satisfied, neither satisfied nor dissatisfied, a bit dissatisfied or very dissatisfied?

- 1 Very satisfied
- 2 Fairly satisfied
- 3 Neither satisfied nor dissatisfied
- 4 A bit dissatisfied
- 5 Very dissatisfied
- 6 [DK / cannot remember / refuses to say]

IF D13.10b = 4 OR 5, ASK D13.10c

D13.10c Why not satisfied (MR)

For what reasons were you dissatisfied? You can give more than one reason.

<< INT: MULTIPLE RESPONSES ARE POSSIBLE. DO NOT READ OUT RESPONSE CATEGORIES BELOW, BUT CODE ANSWERS IN THE MOST APPROPRIATE CATEGORY >>

- 1 Didn't do enough

2	Were not interested
3	Didn't find or apprehend the offender
4	Didn't recover my property (goods)
5	Didn't keep me properly informed
6	Didn't treat me correctly / were impolite
7	Were slow to arrive
8	Other reasons
9	DK (spontaneous)

IF D13.10 = 1, ASK D13.11

D13.11 Receive any information about what happened

Did you receive any information from the police about what happened in your case - for instance, did they say they had caught someone, or that they were not in a position to take things further?

1 Yes

2 No

3 [DK / cannot remember / refuses to say]

D13.12 Contact victim support

In some countries, agencies have been set up to help victims of crime by giving information, practical or emotional support. Did you have any contact with a specialised victim support agency after this incident?

1 Yes

2 No

3 DK / cannot remember / refuses to say]

IF D13.12 = 1 ASK D13.12b

D13.12a What type of contact (MR)

What type of contact did you have? Was it a letter, a phone call, or did you personally meet with the victim support agency?

1 Letter

2 Phone call

3 Met with victim support agency

4 [DK / cannot remember]

IF D13.12 = 2 or 3, ASK D13.12b

D13.12b Support useful

Do you think that the services of a specialised agency to help victims of crime would have been useful for you after this incident?

1 Yes

2 No

3 [DK / cannot remember / refuses to say]

END OF SECTION – GO TO D14.1

D14 ASSAULTS / THREATS – PEOPLE NOT KNOWN

IF C14 = 1, ASK D14.1, ELSE GO TO D15.1

D14.1 When (MR)

You mentioned you have been assaulted or threatened by someone you did not know. Remember that your answers will, of course, be treated confidentially and anonymously.

I want to know when this happened. Was it within the last 12 months – i.e., since [12 months before date of interview]. Or was it before this?

<< INT: IF RESPONDENT HAS BEEN VICTIM MORE THAN ONCE, CODE ALL TIME PERIODS THAT APPLY >>

1 Last 12 months

2 Before that

3 [DK / cannot remember]

<p><i>IF D14.1 = 1, ASK D14.1a. ELSE GO TO D14.2</i></p> <p>D14.1a How often in last 12 months</p> <p>How often did it happen in the last 12 months?</p> <ol style="list-style-type: none"> 1 Once 2 Twice 3 Three times 4 Four times 5 Five times or more 6 [DK / cannot remember / refuses to say]
<p>D14.2 Where did it happen</p> <p>(The last time) where did this sexual offence happen? Was it in or around your home, in your neighbourhood or town, somewhere elsewhere in [country], or did it happen abroad?</p> <p><< INT: IF VICTIM MORE THAN ONCE OVER THE PAST FIVE YEARS, ASK ABOUT THE LAST TIME THIS HAPPENED >></p> <ol style="list-style-type: none"> 1 In or around own home (main or secondary residence) 2 In neighbourhood or town 3 Elsewhere in [country] 4 Abroad 5 [DK / cannot remember / refuses to say]
<p>D14.3 Force used or threat</p> <p>(The last time), can you tell me what happened? Were you just threatened, or was force used?</p> <ol style="list-style-type: none"> 1 Just threatened 2 Force used 3 [DK / refuses to say]
<p>D14.4 Weapon used</p> <p>Did any of the offenders have a weapon or something they used or threatened to use as a weapon?</p> <ol style="list-style-type: none"> 1 Yes 2 No 3 [DK / cannot remember / refuses to say]
<p><i>IF D14.4 = 1, ask D14.4a</i></p> <p>D14.4a Kind of weapon</p> <p>What did he /she /they use as a weapon? Was it a gun of some sort, a knife, or something else?</p> <p><< INT: IF SEVERAL WEAPONS, MARK THE HIGHEST ON THE LIST >></p> <ol style="list-style-type: none"> 1 Gun (of some sort) 2 Knife 3 Something else 4 [DK / cannot remember / refuses to say]
<p><i>IF D14.3 = 2 OR 3, ASK D14.5. IF D14.3 = 1, GO TO D14.6</i></p> <p>D14.5 Injury</p> <p>Were you bruised, scratched, cut or injured in any way?</p> <ol style="list-style-type: none"> 1 Yes 2 No 3 [DK / cannot remember / refuses to say]
<p><i>IF D14.5 = 1, ASK D14.5a</i></p> <p>D14.5a Treatment for injury</p> <p>Did you visit a doctor, health centre or hospital because of the incident?</p> <ol style="list-style-type: none"> 1 Yes 2 No 3 [DK / cannot remember / refuses to say]

<p>D14.6 Emotional impact</p> <p>To what extent is the incident still on your mind? Do you never think about it, sometimes think about it, think about it quite often, or does it dominate your life.</p> <p>1 Never</p> <p>2 Sometimes think about it</p> <p>3 Think about it quite often</p> <p>4 Dominates my life</p> <p>5 [DK / refuses to say]</p>
<p>D14.7 Alcohol</p> <p>At the time the incident happened, did you think the offender was under the influence of alcohol and / or drugs?</p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK / cannot remember]</p>
<p>D14.8 Whether due to discrimination (MR)</p> <p>Do you believe this crime happened because of, or partly because of your ethnic or immigrant status, religion or belief, disability, age, or sexual orientation?</p> <p><< IF ONLY A 'YES' ANSWER, ASK WHAT THE RESPONDENT BELIEVED WAS THE REASON >></p> <p>1 Ethnic or immigrant status</p> <p>2 Religion or belief</p> <p>3 Disability</p> <p>4 Age</p> <p>5 Sexual orientation</p> <p>6 Not due to any of these</p> <p>7 [DK / cannot remember / refuses to say]</p>
<p>D14.9 Incident reported to the police</p> <p>(The last time this happened) did you or anyone else report the incident to the police?</p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK / cannot remember / refuses to say]</p> <p><i>IF D14.9 = 1, GO TO D14.9b</i></p> <p><i>IF D14.9 = 3, GO TO D14.11</i></p>
<p><i>IF D14.9 = 2, ASK D14.9a</i></p> <p>D14.9a Why police were not informed (MR)</p> <p>Why not?</p> <p><< INT: MULTIPLE RESPONSES ARE POSSIBLE. DO NOT READ OUT RESPONSE CATEGORIES BELOW, BUT CODE ANSWERS IN THE MOST APPROPRIATE CATEGORY >></p> <p>1 Not serious enough / no loss / kid's stuff</p> <p>2 Inappropriate for police / police not necessary</p> <p>3 Police could do nothing / lack of proof</p> <p>4 Police won't do anything about it</p> <p>5 Fear / dislike of the police / didn't want involvement with police</p> <p>6 Reported to other authorities instead</p> <p>7 Solved it myself / my family resolved it / perpetrator known to me</p> <p>8 No insurance</p> <p>9 Fear of reprisals</p> <p>10 Inconvenient / police too far away / too much trouble</p> <p>11 Other reasons</p> <p>12 Don't know</p> <p style="text-align: right;"><i>GO TO D14.11</i></p>

<p><i>IF D14.9 = 1, ASK D14.9b</i></p> <p>D14.9b Satisfaction with police response</p> <p>Overall, how satisfied were you with the way the police handled the matter? Were you very satisfied, fairly satisfied, neither satisfied nor dissatisfied, a bit dissatisfied or very dissatisfied?</p> <p>1 Very satisfied 2 Fairly satisfied 3 Neither satisfied nor dissatisfied 4 A bit dissatisfied 5 Very dissatisfied 6 [DK / cannot remember / refuses to say]</p>
<p><i>IF D14.9b = 4 OR 5, ASK D14.9c</i></p> <p>D14.9c Why not satisfied (MR)</p> <p>For what reasons were you dissatisfied? You can give more than one reason.</p> <p><< INT: MULTIPLE RESPONSES ARE POSSIBLE. DO NOT READ OUT RESPONSE CATEGORIES BELOW, BUT CODE ANSWERS IN THE MOST APPROPRIATE CATEGORY >></p> <p>1 Didn't do enough 2 Were not interested 3 Didn't find or apprehend the offender 4 Didn't recover my property (goods) 5 Didn't keep me properly informed 6 Didn't treat me correctly / were impolite 7 Were slow to arrive 8 Other reasons 9 DK (spontaneous)</p>
<p><i>IF D14.9 = 1, ASK D14.10</i></p> <p>D14.10 Receive any information about what happened</p> <p>Did you receive any information from the police about what happened in your case - for instance, did they say they had caught someone, or that they were not in a position to take things further?</p> <p>1 Yes 2 No 3 [DK / cannot remember / refuses to say]</p>
<p>D14.11 Contact victim support</p> <p>In some countries, agencies have been set up to help victims of crime by giving information, practical or emotional support. Did you have any contact with a specialised victim support agency after this incident?</p> <p>1 Yes 2 No 3 DK / cannot remember / refuses to say]</p>
<p><i>IF D14.11 = 1 ASK D14.11a</i></p> <p>D14.11a What type of contact (MR)</p> <p>What type of contact did you have? Was it a letter, a phone call, or did you personally meet with the victim support agency?</p> <p>1 Letter 2 Phone call 3 Met with victim support agency 4 [DK / cannot remember]</p>
<p><i>IF D14.11 = 2 or 3, ASK D14.11b</i></p> <p>D14.11b Support useful</p> <p>Do you think that the services of a specialised agency to help victims of crime would have been useful for you after this incident?</p>

1	Yes
2	No
3	[DK / cannot remember / refuses to say]
<i>END OF SECTION – GO TO D15.1</i>	
D15 ASSAULTS / THREATS – OTHER PEOPLE KNOWN	
<i>IF C15 = 1, ASK D15.1, ELSE GO TO SECTION E, QUESTION E.1</i>	
D15.1 When (MR)	
<p>You mentioned you have been assaulted or threatened by someone you knew. Remember that your answers will, of course, be treated confidentially and anonymously.</p> <p>I want to know when this happened. Was it within the last 12 months – i.e., since [12 months before date of interview]. Or was it before this?</p> <p><< INT: IF RESPONDENT HAS BEEN VICTIM MORE THAN ONCE, CODE ALL TIME PERIODS THAT APPLY >></p>	
1	Last 12 months
2	Before that
3	[DK / cannot remember]
<i>IF D15.1 = 1, ASK D15.1s. ELSE GO TO D15.2</i>	
D15.1a How often in last 12 months	
<p>How often did it happen in the last 12 months?</p>	
1	Once
2	Twice
3	Three times
4	Four times
5	Five times or more
6	[DK / cannot remember / refuses to say]
D15.2 Where did it happen	
<p>(The last time) where did this incident happen? Was it in or around your home, in your neighbourhood or town, somewhere elsewhere in [country], or did it happen abroad?</p> <p><< INT: IF VICTIM MORE THAN ONCE OVER THE PAST FIVE YEARS, ASK ABOUT THE LAST TIME THIS HAPPENED >></p>	
1	In or around own home (main or secondary residence)
2	In neighbourhood or town
3	Elsewhere in [country]
4	Abroad
5	[DK / cannot remember / refuses to say]
D15.3 Force used or threat	
<p>(The last time), can you tell me what happened? Were you just threatened, or was force used?</p>	
1	Just threatened
2	Force used
3	[DK / refuses to say]
D15.4 Weapon used	
<p>Did any of the offenders have a weapon or something they used or threatened to use as a weapon?</p>	
1	Yes
2	No
3	[DK / cannot remember / refuses to say]
<i>IF D15.4 = 1, ASK D15.4a</i>	
D15.4a Kind of weapon	
<p>What did he / she / they use as a weapon? Was it a gun of some sort, a knife, or something else?</p> <p><< INT: DO NOT READ OUT. IF MORE THAN ONE WEAPON, MARK THE HIGHEST ON THE LIST >></p>	

1	Gun (of some sort)
2	Knife
3	Something else
4	[DK / cannot remember / refuses to say]

IF D15.3 = 2 OR 3, ASK D15.5. IF D15.3 = 1, GO TO D15.6

D15.5 Injury

Were you bruised, scratched, cut or injured in any way?

1	Yes
2	No
3	[DK / cannot remember / refuses to say]

IF D15.5 = 1, ASK D15.5a

D15.5a Treatment for injury

Did you visit a doctor, health centre or hospital because of the incident?

1	Yes
2	No
3	[DK / cannot remember / refuses to say]

D15.6 Emotional impact

To what extent is the incident still on your mind? Do you never think about it, sometimes think about it, think about it quite often, or does it dominate your life.

1	Never
2	Sometimes think about it
3	Think about it quite often
4	Dominates my life
5	[DK / refuses to say]

D15.7 Was the offender a partner or someone else known

At the time of the incident, was the offender your spouse, partner or boyfriend / girlfriend, your ex-spouse, ex-partner, ex- boyfriend / girlfriend? Or was it someone else you knew?

<< INT: MEANS RELATIONSHIP AT TIME OF THE OFFENCES >>

1	Spouse or partner (at the time)
2	Ex-spouse or ex-partner (at the time)
3	Boyfriend / girlfriend (at the time)
4	Ex-boyfriend / ex-girlfriend (at the time)
5	Someone else known
6	Refuses to say (spontaneous)

IF D15.7 = 5, ASK D15.7a

D15.7a Who was the offender if not partner

Can you tell me who the offender was? Was it a date, a relative, a neighbour, a friend, a colleague, a customer or client, or someone else?

1	Date
2	Relative
3	Neighbour
4	Friend
5	Colleague
6	Customer / client
7	Someone else
8	Refuses to say (spontaneous)
9	[DK]

D15.8 Alcohol

At the time the incident happened, did you think the offender was under the influence of alcohol and / or drugs?

1	Yes
2	No
3	[DK / cannot remember]

<p>D15.9 Whether due to discrimination (MR)</p> <p>Do you believe this crime happened because of, or partly because of your ethnic or immigrant status, religion or belief, disability, age, or sexual orientation?</p> <p><< IF ONLY A 'YES' ANSWER, ASK WHAT THE RESPONDENT BELIEVED WAS THE REASON >></p> <ol style="list-style-type: none"> 1 Ethnic or immigrant status 2 Religion or belief 3 Disability 4 Age 5 Sexual orientation 6 Not due to any of these 7 [DK / cannot remember / refuses to say]
<p>D15.10 Incident reported to the police</p> <p>(The last time this happened) did you or anyone else report the incident to the police?</p> <ol style="list-style-type: none"> 1 Yes 2 No 3 [DK / cannot remember / refuses to say] <p><i>IF D15.10 = 1, GO TO D15.10b</i> <i>IF D15.10 = 3, GO TO D15.12</i></p>
<p><i>IF D15.10 = 2, ASK D15.10a</i></p> <p>D15.10a Why police were not informed (MR)</p> <p>Why not?</p> <p><< INT: MULTIPLE RESPONSES ARE POSSIBLE. DO NOT READ OUT RESPONSE CATEGORIES BELOW, BUT CODE ANSWERS IN THE MOST APPROPRIATE CATEGORY >></p> <ol style="list-style-type: none"> 1 Not serious enough / no loss / kid's stuff 2 Inappropriate for police / police not necessary 3 Police could do nothing / lack of proof 4 Police won't do anything about it 5 Fear / dislike of the police / didn't want involvement with police 6 Reported to other authorities instead 7 Solved it myself / my family resolved it / perpetrator known to me 8 No insurance 9 Fear of reprisals 10 Inconvenient / police too far away / too much trouble 11 Other reasons 12 Don't know <p style="text-align: right;"><i>GO TO D15.12</i></p>
<p><i>IF D15.10 = 1, ASK D15.10b</i></p> <p>D15.10b Satisfaction with police response</p> <p>Overall, how satisfied were you with the way the police handled the matter? Were you very satisfied, fairly satisfied, neither satisfied nor dissatisfied, a bit dissatisfied or very dissatisfied?</p> <ol style="list-style-type: none"> 1 Very satisfied 2 Fairly satisfied 3 Neither satisfied nor dissatisfied 4 A bit dissatisfied 5 Very dissatisfied 6 [DK / cannot remember / refuses to say]
<p><i>IF D15.10b = 4 OR 5, ASK D15.10c</i></p> <p>D15.10c Why not satisfied (MR)</p> <p>For what reasons were you dissatisfied? You can give more than one reason.</p> <p><< INT: MULTIPLE RESPONSES ARE POSSIBLE. DO NOT READ OUT RESPONSE CATEGORIES BELOW, BUT CODE ANSWERS IN THE MOST APPROPRIATE CATEGORY >></p>

1	Didn't do enough
2	Were not interested
3	Didn't find or apprehend the offender
4	Didn't recover my property (goods)
5	Didn't keep me properly informed
6	Didn't treat me correctly / were impolite
7	Were slow to arrive
8	Other reasons
9	DK (spontaneous)

IF D15.10 = 1, ASK D15.11

D15.11 Receive any information about what happened

Did you receive any information from the police about what happened in your case - for instance, did they say they had caught someone, or that they were not in a position to take things further?

1 Yes

2 No

3 [DK / cannot remember / refuses to say]

D15.12 Contact victim support

In some countries, agencies have been set up to help victims of crime by giving information, practical or emotional support. Did you have any contact with a specialised victim support agency after this incident?

1 Yes

2 No

3 [DK / cannot remember / refuses to say]

IF D15.12 = 1 D15.12a

D15.12a What type of contact (MR)

What type of contact did you have? Was it a letter, a phone call, or did you personally meet with the victim support agency?

1 Letter

2 Phone call

3 Met with victim support agency

4 [DK / cannot remember]

IF D15.12 = 2 OR 3, ASK D15.12b

D15.12b Support useful

Do you think that the services of a specialised agency to help victims of crime would have been useful for you after this incident?

1 Yes

2 No

3 [DK / cannot remember / refuses to say]

END OF SECTION – GO TO SECTION E, QUESTION E.1

E. ATTITUDES TO LAW ENFORCEMENT AND SECURITY PRECAUTIONS

There may need to be some appropriate 'text fill' at the beginning of Section E according to what earlier parts of the questionnaire have been completed. For instance, those who have had no victimisations will differ from those who might have answered questions about several incidents.

E1 Exposure to drugs problems

Over the last 12 months, how often were you personally in contact with drug-related problems in the area where you live? For example seeing people dealing in drugs, taking or using drugs in public spaces, or finding syringes left by drug addicts? Was this often, from time to time, rarely or never?

- 1 Often
- 2 From time to time
- 3 Rarely
- 4 Never
- 5 [DK]

E2 Burglar alarm ownership

Now a few questions on security precautions. First, is your home protected by a burglar alarm?

<< NOT FIRE ALARM >>

<< THIS IN RELATION TO THE PRIMARY RESIDENCE >>

- 1 Yes
- 2 No
- 3 [DK]

E3 Special door

Do you have special doors locks in your home?

- 1 Yes
- 2 No
- 3 [DK]

E4 Avoidance behaviour at night

Next, please try and remember the last time you went out after dark in your area for whatever reason. Did you stay away from certain streets or places, for reasons of safety, or avoid certain people?

- 1 Yes
- 2 No
- 3 [DK cannot remember]
- 4 Never go out

E5 Gun ownership

Do you or anyone else in your household own a handgun, shot gun, rifle, or air rifle?

- 1 Yes
- 2 No
- 3 Refuses to say
- 4 [DK]

IF E5 = 1, ASK E5a, ELSE GO TO E6

E5a Reason for owning gun (MR)

For what reason do you own the gun (guns)?

<< INT: MULTIPLE RESPONSE ALLOWED >>

- 1 For hunting
- 2 Target shooting (sports)
- 3 As part of a collection (collector's item)
- 4 For crime prevention / protection
- 5 In armed forces or the police
- 6 Because it has always been in our family / home
- 7 Other answers
- 8 Refuses to answer
- 9 [DK]

E6	<p>Police performance</p> <p>Taking into account all the things the police in your area are expected to do, would you say they are doing a very good job, a good job, a bad job or a very bad job?</p> <p>1 Very good job 2 Good job 3 Neither good nor bad job 4 Bad job 5 Very bad job 5 [DK/ no opinion]</p>
E7	<p>Courts performance</p> <p>Taking into account all the things the courts in your country are expected to do, would you say they are doing a very good job, a good job, a bad job or a very bad job?</p> <p>1 Very good job 2 Good job 3 Neither good nor bad job 4 Bad job 5 Very bad job 5 [DK/ no opinion]</p>
E8	<p>Punitiveness (regarding a burglar)</p> <p>People have different ideas about the sentences, which should be given to offenders. Take for instance the case of a 21-year old man who is found guilty of breaking into someone's home for the second time. This time he has taken a TV. Which of the following sentences do you consider the most appropriate for such a case? Do you prefer a fine, a prison sentence, a community service, a suspended prison sentence, or any other sentence?</p> <p><< REPEAT RESPONSE OPTIONS IF NECESSARY >></p> <p>1 Fine 2 Prison 3 Community service 4 Suspended prison sentence 5 Any other sentence 6 [DK / no opinion]</p>

F. ADDITIONAL PERSONAL AND HOUSEHOLD INFORMATION	
<i>All the following questions are Eurostat core variables.</i>	
F1	<p>Urbanisation</p> <p><< TO BE OBTAINED FROM EXTERNAL DATA / SAMPLING FRAME WHERE POSSIBLE >></p> <p>1 Densely populated area</p> <p>2 Intermediate populated area</p> <p>3 Thinly populated area</p> <p>4 [DK]</p>
F2	<p>NUTS2 Geographical region</p> <p><< TO BE OBTAINED FROM EXTERNAL DATA / SAMPLING FRAME WHERE POSSIBLE >></p> <p><i>Include a procedure to establish the NUTS code (nuts2 level) without asking the respondent</i></p>
F3	<p>Respondent sex</p> <p><i>INTERVIEWER CAN FILL IN WITHOUT ASKING</i></p> <p>1 Male</p> <p>2 Female</p> <p>3 [DK]</p>
F4	<p>Age</p> <p>I would like to end by asking you some questions about yourself and your household. First, could you tell me in what year were you born?</p> <p>Age _____ [999= DK]</p>
F5	<p>Country of birth</p> <p>In which country were you born?</p> <p>Country _____ [999= DK]</p> <p><i>FOR CODING, SEE ISO COUNTRY CLASSIFICATION 2 DIGITS</i></p>
F5a	<p>Country of birth of mother</p> <p>In which country was your mother born?</p> <p>Country _____ [999= DK]</p> <p><i>FOR CODING, SEE ISO COUNTRY CLASSIFICATION 2 DIGITS</i></p>
F5b	<p>Country of birth</p> <p>In which country was your father born?</p> <p>Country _____ [999= DK]</p> <p><i>FOR CODING, SEE ISO COUNTRY CLASSIFICATION 2 DIGITS</i></p>
F6	<p>Country of citizenship</p> <p>What country (or countries) are you currently a citizen of?</p> <p>_____</p> <p>_____</p>
F6	<p>Marital status</p> <p>Which is your current legal marital status?</p> <p>1 Unmarried (i.e. never married)</p> <p>2 Married (including registered partnership)</p> <p>3 Widowed and not remarried (including widowed from registered partnership)</p> <p>4 Divorced and not remarried (including legally separated and dissolved registered partnership).</p>
F7	<p>Employment status</p> <p>Are you at the moment carrying out a job or profession, are you unemployed, are you still at school or a student, are you retired or stopped working, are you disabled, in compulsory military or community service, or fulfilling domestic tasks?</p> <p><< INT: UNPAID WORK FOR FAMILY BUSINESS, APRENTICESHIP & TRAINEESHIP COUNTS AS JOB >></p>

	1 Carries out a job or profession, including unpaid work for a family business or holding, including an apprenticeship or paid traineeship, etc. 2 Unemployed 3 Pupil, student, further training, unpaid work experience 4 In retirement or early retirement or has given up business 5 Permanently disabled 6 In compulsory military or community service 7 Fulfilling domestic tasks 8 Other inactive person
	<p><i>IF F7 = 1, ASK F7a AND FURTHER</i></p> <p>F7a Full or part-time work</p> <p>Do you work full-time or part-time</p> 1 Full-time 2 Part-time
	<p>F7b Labour status in employment (self-employed or employed)</p> <p>Are you self-employed or an employee?</p> 1 Self-employed 2 An employee
	<p>F7c Self-employment status</p> <p>Do you have employees?</p> 1 Yes 2 No
	<p>F7d Employee status</p> <p>Do you have a permanent job or a contract of unlimited duration? Or do you have a temporary job, or a contract of limited duration?</p> 1 Permanent job or unlimited contract 2 Temporary job or limited contact
	<p>F7e Occupation in employment</p> <p>Can you tell me what your job is?</p> <p>_____ ISCO-08 coded at 2 digit level, 36 position</p>
	<p>F7f Economic sector in employment</p> <p>_____ NACE Rev.2 coded at 2 digit level</p>
	<p>F8 Educational level</p> <p>Which of the following education levels have you completed:</p> <p>[NOTE: THIS QUESTION HAS TO BE WRITTEN IN EACH COUNTRY TO CORRESPOND THE NATIONAL EDUCATION SYSTEMS]</p> 0 No formal education or below ISCED1 1 ISCED 1 - primary education 2 ISCED 2 - lower secondary education 3 ISCED 3 - upper secondary education 4 ISCED 4 - post secondary education but not tertiary 5 ISCED 5 - tertiary education, first stage 6 ISCED 6 - tertiary education, second stage
	<p>F9 Household income level</p> <p>If you add up the income from work and the income from social benefits for all the members of your household, can you tell me what is your households' total <u>net income</u> per month? If you don't know the exact number, give me an estimate.</p> <p><< ADD UP INCOME FROM LABOUR, SOCIAL BENEFITS OR ANY OTHER REGULAR INCOME >></p> <p>Amount in national currency _____ (9= DK)</p>
	<p>That is the end of this survey. Thank you very much for your co-operation. It is greatly appreciated.</p>

ANNEX C EXPANDED QUESTIONS ON VIOLENCE FOR THE SASU

VICTIMISATION SCREENERS - EXPANDED

I asked before whether anyone had stolen, or tried to steal something from you by using force or threatening you with force. Apart from this, I would like to ask you about other incidents when someone has used force against you, or threatened to do so. These incidents could have taken place in the street, for instance, in a pub, in a park, on public transport, at work, or at home.

I will start with offences of a sexual nature. I am only interested in incidents which might have happened to you personally.

Remember that your answers will, of course, be treated confidentially and anonymously.

C12 Sexual offences – people not known

People sometimes touch or grab someone in a really offensive way for sexual reasons, or force or attempt to force them into an unwanted sexual act. I want to know whether this has happened to you. This might have involved someone you knew, or someone you did not know at the time. First, I would like to know whether, in the past five years, anyone you did not know at the time has done any of these things to you?

<< INT: IF RESPONDENT IS HESITANT OR NERVOUS, TRY TO FIND OUT IF THE PRESENCE OF OTHERS IS A PROBLEM. IF SO, CONSIDER THE OPTION OF RESCHEDULING THE INTERVIEW >>

<< INT: PEOPLE KNOWN JUST BY SIGHT SHOULD BE COUNTED AS PEOPLE NOT KNOWN >>

- 1 Yes
- 2 No
- 3 [DK / cannot remember]
- 4 [Refusal / don't wish to answer]

C13 Sexual offences – partners / ex-partners

Secondly, has a partner or any ex-partner or boyfriend / girlfriend or ex-boyfriend / girlfriend done any of these things to you in the past five years?

- 1 Yes
- 2 No
- 3 [DK, cannot remember]
- 4 [Refusal / don't wish to answer]

<< INT: AGAIN, IF RESPONDENT IS HESITANT OR NERVOUS, TRY TO FIND OUT IF THE PRESENCE OF OTHERS IS A PROBLEM. IF SO, CONSIDER OPTION OF RESCHEDULING THE INTERVIEW >>

C14 Sexual offences – other people known

Finally, has anyone else you know such as a date, a neighbour, friend, colleague or family member done any of these things to you in the past five years?

- 1 Yes
- 2 No
- 3 [DK, cannot remember]
- 4 [Refusal / don't wish to answer]

<< INT: AGAIN, IF RESPONDENT IS HESITANT OR NERVOUS, TRY TO FIND OUT IF THE PRESENCE OF OTHERS IS A PROBLEM. IF SO, CONSIDER THE OPTION OF RESCHEDULING THE INTERVIEW >>

Now I am going to ask about other incidents of a non-sexual nature when someone has used force against you, or threatened to do so. Again this might have involved someone you knew, or someone you did not know at the time.

Remember that your answers will, of course, be treated confidentially and anonymously.

C15 Assaults / threats – people not known

First, in the past five years, has anyone you did not know at the time threatened to hurt you, or actually slapped you, hit you, kicked you, thrown something at you, or attacked or threatened you with a weapon in a way that really frightened you?

<< INT: IF RESPONDENT IS HESITANT OR NERVOUS, TRY TO FIND OUT IF THE PRESENCE OF

<p>OTHERS IS A PROBLEM. IF SO, CONSIDER THE OPTION OF RESCHEDULING THE INTERVIEW >></p> <p><< INT: PEOPLE KNOWN JUST BY SIGHT SHOULD BE COUNTED AS PEOPLE NOT KNOWN >></p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK / cannot remember]</p> <p>4 [Refusal / don't wish to answer]</p>	
C16	<p>Assaults / threats – partners / ex partners</p> <p>Secondly, has a partner or any ex-partner or boyfriend / girlfriend or ex-boyfriend / girlfriend done any of these things to you in the past five years?</p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK, cannot remember]</p> <p>4 [Refusal, don't wish to answer]</p>
C17	<p>Assaults / threats – other people known</p> <p>Finally, has anyone else you know such as a date, a neighbour, friend, colleague or family member done any of these things to you in the past five years?</p> <p><< INT: AGAIN, IF RESPONDENT IS HESITANT OR NERVOUS, TRY TO FIND OUT IF THE PRESENCE OF OTHERS IS A PROBLEM. IF SO, CONSIDER THE OPTION OF RESCHEDULING THE INTERVIEW >></p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK / cannot remember]</p> <p>4 [Refusal, don't wish to answer]</p>
<p>VICTIMISATION DETAILS - EXPANDED</p>	
<p>D12 SEXUAL OFFENCES – PEOPLE NOT KNOWN</p>	
<p><i>IF C12 = 1, ASK D12.1, ELSE GO TO D13.1</i></p> <p>D12.1 When (MR)</p> <p>You mentioned that you had been victim of a sexual offence by someone you did not know. Remember that your answers will, of course, be treated confidentially and anonymously.</p> <p>I want to know when this happened. Was it within the last 12 months – i.e., since [12 months before date of interview]. Or was it before this?</p> <p><< INT: IF RESPONDENT HAS BEEN VICTIM MORE THAN ONCE, CODE ALL TIME PERIODS THAT APPLY >></p> <p>1 Last 12 months</p> <p>2 Before that</p> <p>3 [DK / cannot remember]</p>	
<p><i>IF D12.1 = 1, ASK D12.1a. ELSE GO TO D12.2</i></p> <p>D12.1a How often in last 12 months</p> <p>How often did it happen in the last 12 months?</p> <p>1 Once</p> <p>2 Twice</p> <p>3 Three times</p> <p>4 Four times</p> <p>5 Five times or more</p> <p>6 [DK / cannot remember / refuses to say]</p>	
<p>D12.2 Where did it happen</p> <p>(The last time) where did this incident happen? Was it in or around your home, in your neighbourhood or town, somewhere elsewhere in [country], or did it happen abroad?</p> <p><< INT: IF VICTIM MORE THAN ONCE OVER THE PAST FIVE YEARS, ASK ABOUT THE LAST TIME THIS HAPPENED >></p> <p>1 In or around own home (main or secondary residence)</p>	

2	In neighbourhood or town
3	Elsewhere in [country]
4	Abroad
5	[DK / cannot remember / refuses to say]

D12.3 Description of incident

Would you describe the incident as (1) a rape or attempted rape, (2) an indecent assault, or (3) behaviour which you found offensive? Please simply give me the number that is applicable.

1 A rape or attempted rape

2 Indecent assault

3 Offensive behaviour

4 [DK / cannot remember / refuses to say]

IF D12.3 = 3 OR 4, GO TO D12.6

IF D12.3 = 1 OR 2, ASK D12.4.

D12.4 Weapon used

Did any of the offenders have a weapon or something they used or threatened to use as a weapon?

1 Yes

2 No

3 [DK / cannot remember / refuses to say]

IF D12.4 = 1, ask D12.4a. ELSE GO TO D12.5.

D12.4a Kind of weapon

What did he / she / they use as a weapon? Was it a gun of some sort, a knife, a something else?

<< IF SEVERAL WEAPONS, MARK THE HIGHEST ON THE LIST >>

1 Gun (of some sort)

2 Knife

3 Something else

4 [DK / cannot remember / refuses to say]

D12.5 Injury

Were you bruised, scratched, cut or injured in any way?

1 Yes

2 No

3 [DK / cannot remember / refuses to say]

IF D12.5 = 1, ASK D12.5A. ELSE GO TO D12.6

D12.5a Treatment for injury

Did you visit a doctor, health centre or hospital because of the incident?

1 Yes

2 No

3 [DK / cannot remember / refuses to say]

D12.6 Emotional impact

To what extent is the incident still on your mind? Do you never think about it, sometimes think about it, think about it quite often, or does it dominate your life.

1 Never

2 Sometimes think about it

3 Think about it quite often

4 Dominates my life

5 [DK / refuses to say]

D12.7 Alcohol

At the time the incident happened, did you think the offender was under the influence of alcohol and / or drugs?

1 Yes

2 No

3 [DK / cannot remember]

<p>D12.8 Whether due to discrimination (MR)</p> <p>Do you believe this crime happened because of, or partly because of your ethnic or immigrant status, religion or belief, disability, age, or sexual orientation?</p> <p><< IF ONLY A 'YES' ANSWER, ASK WHAT THE RESPONDENT BELIEVED WAS THE REASON >></p> <ol style="list-style-type: none"> 1 Ethnic or immigrant status 2 Religion or belief 3 Disability 4 Age 5 Sexual orientation 6 Not due to any of these 7 [DK / cannot remember / refuses to say]
<p>D12.9 Incident reported to the police</p> <p>(The last time this happened) did you or anyone else report the incident to the police?</p> <ol style="list-style-type: none"> 1 Yes 2 No 3 [DK / cannot remember / refuses to say] <p><i>IF D12.9 = 1, GO TO D12.9b</i> <i>IF D12.9 = 3, GO TO D12.11</i></p>
<p><i>IF D12.9 = 2, ASK D12.9a,</i></p> <p>D12.9a Why police were not informed (MR)</p> <p>Why not?</p> <p><< INT: MULTIPLE RESPONSES ARE POSSIBLE. DO NOT READ OUT RESPONSE CATEGORIES BELOW, BUT CODE ANSWERS IN THE MOST APPROPRIATE CATEGORY >></p> <ol style="list-style-type: none"> 1 Not serious enough / no loss / kid's stuff 2 Inappropriate for police / police not necessary 3 Police could do nothing / lack of proof 4 Police won't do anything about it 5 Fear / dislike of the police / didn't want involvement with police 6 Reported to other authorities instead 7 Solved it myself / my family resolved it / perpetrator known to me 8 No insurance 9 Fear of reprisals 10 Inconvenient / police too far away / too much trouble 11 Other reasons 12 [DK / cannot remember] <p style="text-align: right;"><i>GO TO D12.11</i></p>
<p><i>IF D12.9 = 1, ASK D12.9b</i></p> <p>D12.9b Satisfaction with police response</p> <p>Overall, how satisfied were you with the way the police handled the matter? Were you very satisfied, fairly satisfied, neither satisfied nor dissatisfied, a bit dissatisfied or very dissatisfied?</p> <ol style="list-style-type: none"> 1 Very satisfied 2 Fairly satisfied 3 Neither satisfied nor dissatisfied 4 A bit dissatisfied 5 Very dissatisfied 6 [DK / cannot remember]
<p><i>IF D12.9b = 4 OR 5, ASK D12.9c</i></p> <p>D12.9c Why not satisfied (MR)</p> <p>For what reasons were you dissatisfied? You can give more than one reason.</p> <p><< INT: MULTIPLE RESPONSES ARE POSSIBLE. DO NOT READ OUT RESPONSE CATEGORIES BELOW, BUT CODE ANSWERS IN THE MOST APPROPRIATE CATEGORY >></p>

1	Didn't do enough
2	Were not interested
3	Didn't find or apprehend the offender
4	Didn't recover my property (goods)
5	Didn't keep me properly informed
6	Didn't treat me correctly / were impolite
7	Were slow to arrive
8	Other reasons
9	DK (spontaneous)

IF D12.9 = 1, ASK D12.10

D12.10 Receive any information about what happened

Did you receive any information from the police about what happened in your case - for instance, did they say they had caught someone, or that they were not in a position to take things further?

1	Yes
2	No
3	[DK / cannot remember / refuses to say]

D12.11 Contact victim support

In some countries, agencies have been set up to help victims of crime by giving information, practical or emotional support. Did you have any contact with a specialised victim support agency after this incident?

1	Yes
2	No
3	DK / cannot remember / / refuses to say]

IF D12.11 = 1, ASK D12.11a.

D12.11a What type of contact (MR)

What type of contact did you have? Was it a letter, a phone call, or did you personally meet with the victim support agency?

1	Letter
2	Phone call
3	Met with victim support agency
4	[DK / cannot remember]

IF D12.11 = 2 OR 3, ASK D12.11b

D12.11b Support useful

Do you think that the services of a specialised agency to help victims of crime would have been useful for you after this incident?

1	Yes
2	No
3	[DK / cannot remember / refuses to say]

END OF SECTION – GO TO D13.1

D13 SEXUAL OFFENCES – PARTNERS

IF C13 = 1, ASK D13.1, ELSE GO TO D14.1

D13.1 When (MR)

You mentioned that you had been victim of a sexual offence by a partner or ex-partner. Remember that your answers will, of course, be treated confidentially and anonymously.

I want to know when this happened. Was it within the last 12 months – i.e., since [12 months before date of interview]. Or was it before this?

<< INT: IF RESPONDENT HAS BEEN VICTIM MORE THAN ONCE, CODE ALL TIME PERIODS THAT APPLY >>

- | | |
|---|------------------------|
| 1 | Last 12 months |
| 2 | Before that |
| 3 | [DK / cannot remember] |

<p><i>IF D13.1 = 1, ASK D13.1a. ELSE GO TO D13.2</i></p> <p>D13.1a How often in last 12 months</p> <p>How often did it happen in the last 12 months?</p> <ul style="list-style-type: none"> 1 Once 2 Twice 3 Three times 4 Four times 5 Five times or more 6 [DK / cannot remember / refuses to say] 	
<p>D13.2 Where did it happen</p> <p>(The last time) where did this sexual offence happen? Was it in or around your home, in your neighbourhood or town, somewhere elsewhere in [country], or did it happen abroad?</p> <p><< INT: IF VICTIM MORE THAN ONCE OVER THE PAST FIVE YEARS, ASK ABOUT THE LAST TIME THIS HAPPENED >></p> <ul style="list-style-type: none"> 1 In or around own home (main or secondary residence) 2 In neighbourhood or town 3 Elsewhere in [country] 4 Abroad 5 [DK / cannot remember / refuses to say] 	
<p>D13.3 Description of incident</p> <p>Would you describe the incident as (1) a rape or attempted rape, (2) an indecent assault, or (3) behaviour which you found offensive? Please simply give me the number that is applicable.</p> <ul style="list-style-type: none"> 1 A rape and attempted rape 2 Indecent assault 3 Offensive behaviour 4 [DK / refuses to say] <p><i>IF D13.3 = 3 OR 4, GO TO D13.6</i></p>	
<p><i>IF D13.3 = 1 OR 2, ASK D13.4</i></p> <p>D13.4 Weapon used</p> <p>Did any of the offenders have a weapon or something they used or threatened to use as a weapon?</p> <ul style="list-style-type: none"> 1 Yes 2 No 3 [DK / cannot remember / refuses to say] 	
<p><i>IF D13.4 = 1, ask D13.4a</i></p> <p>D13.4a Kind of weapon</p> <p>What did he /she /they use as a weapon? Was it a gun of some sort, a knife, or something else?</p> <p><< INT: IF SEVERAL WEAPONS, MARK THE HIGHEST ON THE LIST >></p> <ul style="list-style-type: none"> 1 Gun (of some sort) 2 Knife 3 Something else 4 [DK / cannot remember / refuses to say] 	
<p>D13.5 Injury</p> <p>Were you bruised, scratched, cut or injured in any way?</p> <ul style="list-style-type: none"> 1 Yes 2 No 3 [DK / cannot remember / refuses to say] 	
<p><i>IF D13.5 = 1, ASK D13.5a</i></p> <p>D13.5a Treatment for injury</p> <p>Did you visit a doctor, health centre or hospital because of the incident?</p> <ul style="list-style-type: none"> 1 Yes 	

2	No
3	[DK / cannot remember / refuses to say]

D13.6 Emotional impact

To what extent is the incident still on your mind? Do you never think about it, sometimes think about it, think about it quite often, or does it dominate your life.

1	Never
2	Sometimes think about it
3	Think about it quite often
4	Dominates my life
5	[DK / refuses to say]

D13.7 Who was the offender in partner incidents

At the time of the incident, was the offender your spouse, partner or boyfriend / girlfriend, or your ex-spouse, ex-partner, ex- boyfriend / girlfriend?

<< INT: MEANS RELATIONSHIP AT TIME OF THE OFFENCES >>

1	Spouse or partner (at the time)
2	Ex-spouse or ex-partner (at the time)
3	Boyfriend / girlfriend (at the time)
4	Ex-boyfriend / ex-girlfriend (at the time)
5	Refuses to say (spontaneous)

D13.8 Alcohol

At the time the incident happened, did you think the offender was under the influence of alcohol and / or drugs?

1	Yes
2	No
3	[DK / cannot remember]

D13.9 Whether due to discrimination (MR)

Do you believe this crime happened because of, or partly because of your ethnic or immigrant status, religion or belief, disability, age, or sexual orientation?

<< IF ONLY A 'YES' ANSWER, ASK WHAT THE RESPONDENT BELIEVED WAS THE REASON >>

1	Ethnic or immigrant status
2	Religion or belief
3	Disability
4	Age
5	Sexual orientation
6	Not due to any of these
7	[DK / cannot remember / refuses to say]

D13.10 Incident reported to the police

(The last time this happened) did you or anyone else report the incident to the police?

1	Yes
2	No
3	[DK / cannot remember / refuses to say]

IF D13.10 = 1, GO TO D13.10b
IF D13.10 = 3, GO TO D13.12

IF D13.10 = 2, ASK D13.10a

D13.10a Why police were not informed (MR)

Why not?

<< INT: MULTIPLE RESPONSES ARE POSSIBLE. DO NOT READ OUT RESPONSE CATEGORIES BELOW, BUT CODE ANSWERS IN THE MOST APPROPRIATE CATEGORY >>

1	Not serious enough / no loss / kid's stuff
2	Inappropriate for police / police not necessary
3	Police could do nothing / lack of proof
4	Police won't do anything about it
5	Fear / dislike of the police / didn't want involvement with police

6	Reported to other authorities instead
7	Solved it myself / my family resolved it / perpetrator known to me
8	No insurance
9	Fear of reprisals
10	Inconvenient / police too far away / too much trouble
11	Other reasons
12	Don't know
<i>GO TO D13.12</i>	

IF D13.10 = 1, ASK D13.10b

D13.10b Satisfaction with police response

Overall, how satisfied were you with the way the police handled the matter? Were you very satisfied, fairly satisfied, neither satisfied nor dissatisfied, a bit dissatisfied or very dissatisfied?

1	Very satisfied
2	Fairly satisfied
3	Neither satisfied nor dissatisfied
4	A bit dissatisfied
5	Very dissatisfied
6	[DK / cannot remember / refuses to say]

IF D13.10b = 4 OR 5, ASK D13.10c

D13.10c Why not satisfied (MR)

For what reasons were you dissatisfied? You can give more than one reason.

<< INT: MULTIPLE RESPONSES ARE POSSIBLE. DO NOT READ OUT RESPONSE CATEGORIES BELOW, BUT CODE ANSWERS IN THE MOST APPROPRIATE CATEGORY >>

1	Didn't do enough
2	Were not interested
3	Didn't find or apprehend the offender
4	Didn't recover my property (goods)
5	Didn't keep me properly informed
6	Didn't treat me correctly / were impolite
7	Were slow to arrive
8	Other reasons
9	DK (spontaneous)

IF D13.10 = 1, ASK D13.11

D13.11 Receive any information about what happened

Did you receive any information from the police about what happened in your case - for instance, did they say they had caught someone, or that they were not in a position to take things further?

1	Yes
2	No
3	[DK / cannot remember / refuses to say]

D13.12 Contact victim support

In some countries, agencies have been set up to help victims of crime by giving information, practical or emotional support. Did you have any contact with a specialised victim support agency after this incident?

1	Yes
2	No
3	DK / cannot remember / refuses to say]

IF D13.12 = 1 ASK D13.12b

D13.12a What type of contact (MR)

What type of contact did you have? Was it a letter, a phone call, or did you personally meet with the victim support agency?

1	Letter
2	Phone call

3	Met with victim support agency
4	[DK / cannot remember]

IF D13.12 = 2 or 3, ASK D13.12b

D13.12b Support useful

Do you think that the services of a specialised agency to help victims of crime would have been useful for you after this incident?

1 Yes
2 No
3 [DK / cannot remember / refuses to say]

END OF SECTION – GO TO D14.1

D14 SEXUAL OFFENCES – OTHER PEOPLE KNOWN

IF C14 = 1, ASK D14.1, ELSE GO TO D15.1

D14.1 When (MR)

You mentioned that you had been victim of a sexual offence by someone else you knew. Remember that your answers will, of course, be treated confidentially and anonymously.

I want to know when this happened. Was it within the last 12 months – i.e., since [12 months before date of interview]. Or was it before this?

<< INT: IF RESPONDENT HAS BEEN VICTIM MORE THAN ONCE, CODE ALL TIME PERIODS THAT APPLY >>

1 Last 12 months
2 Before that
3 [DK / cannot remember]

IF D14.1 = 1, ASK D14.1a. ELSE GO TO D14.2

D14.1a How often in last 12 months

How often did it happen in the last 12 months?

1 Once
2 Twice
3 Three times
4 Four times
5 Five times or more
6 [DK / cannot remember/ refuses to say]

D14.2 Where did it happen

(The last time) where did this sexual offence happen? Was it in or around your home, in your neighbourhood or town, somewhere elsewhere in [country], or did it happen abroad?

<< INT: IF VICTIM MORE THAN ONCE OVER THE PAST FIVE YEARS, ASK ABOUT THE LAST TIME THIS HAPPENED >>

1 In or around own home (main or secondary residence)
2 In neighbourhood or town
3 Elsewhere in [country]
4 Abroad
5 [DK / cannot remember / refuses to say]

D14.3 Description of incident

Would you describe the incident as (1) a rape or attempted rape, (2) an indecent assault, or (3) behaviour which you found offensive? Please simply give me the number that is applicable.

1 A rape and attempted rape
2 Indecent assault
3 Offensive behaviour
4 [DK / refuses to say]

IF D14.3 = 3 OR 4, GO TO D14.6

<p><i>IF D14.3 = 1 OR 2, ASK D14.4</i></p> <p>D14.4 Weapon used</p> <p>Did any of the offenders have a weapon or something they used or threatened to use as a weapon?</p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK / cannot remember / refuses to say]</p>	
<p><i>IF D14.4 = 1, ask D14.4a</i></p> <p>D14.4a Kind of weapon</p> <p>What did he /she /they use as a weapon? Was it a gun of some sort, a knife, or something else?</p> <p><< INT: IF SEVERAL WEAPONS, MARK THE HIGHEST ON THE LIST >></p> <p>1 Gun (of some sort)</p> <p>2 Knife</p> <p>3 Something else</p> <p>4 [DK / cannot remember / refuses to say]</p>	
<p>D14.5 Injury</p> <p>Were you bruised, scratched, cut or injured in any way?</p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK / cannot remember / refuses to say]</p>	
<p><i>IF D14.5 = 1, ASK D14.5a</i></p> <p>D14.5a Treatment for injury</p> <p>Did you visit a doctor, health centre or hospital because of the incident?</p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK / cannot remember / refuses to say]</p>	
<p>D14.6 Emotional impact</p> <p>To what extent is the incident still on your mind? Do you never think about it, sometimes think about it, think about it quite often, or does it dominate your life.</p> <p>1 Never</p> <p>2 Sometimes think about it</p> <p>3 Think about it quite often</p> <p>4 Dominates my life</p> <p>5 [DK / refuses to say]</p>	
<p>D14.7 Who was the offender in incidents by people known</p> <p>Can you tell me who the offender was? Was it a date, a relative, a neighbour, a friend, a colleague, a customer or client, or someone else?</p> <p>1 Date</p> <p>2 Relative</p> <p>3 Neighbour</p> <p>4 Friend</p> <p>5 Colleague</p> <p>6 Customer / client</p> <p>7 Someone else</p> <p>8 Refuses to say (spontaneous) / DK</p>	
<p>D14.8 Alcohol</p> <p>At the time the incident happened, did you think the offender was under the influence of alcohol and / or drugs?</p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK / cannot remember]</p>	

D14.9 Whether due to discrimination (MR)

Do you believe this crime happened because of, or partly because of your ethnic or immigrant status, religion or belief, disability, age, or sexual orientation?

<< IF ONLY A 'YES' ANSWER, ASK WHAT THE RESPONDENT BELIEVED WAS THE REASON >>

- 1 Ethnic or immigrant status
- 2 Religion or belief
- 3 Disability
- 4 Age
- 5 Sexual orientation
- 6 Not due to any of these
- 7 [DK / cannot remember / refuses to say]

D14.10 Incident reported to the police

(The last time this happened) did you or anyone else report the incident to the police?

- 1 Yes
- 2 No
- 3 [DK / cannot remember / refuses to say]

IF D14.10 = 1, GO TO D14.10b

IF D14.10 = 3, GO TO D14.12

IF D14.10 = 2, ASK D14.10a

D14.10a Why police were not informed (MR)

Why not?

<< INT: MULTIPLE RESPONSES ARE POSSIBLE. DO NOT READ OUT RESPONSE CATEGORIES BELOW, BUT CODE ANSWERS IN THE MOST APPROPRIATE CATEGORY >>

- 1 Not serious enough / no loss / kid's stuff
- 2 Inappropriate for police / police not necessary
- 3 Police could do nothing / lack of proof
- 4 Police won't do anything about it
- 5 Fear / dislike of the police / didn't want involvement with police
- 6 Reported to other authorities instead
- 7 Solved it myself / my family resolved it / perpetrator known to me
- 8 No insurance
- 9 Fear of reprisals
- 10 Inconvenient / police too far away / too much trouble
- 11 Other reasons
- 12 Don't know

GO TO D14.12

IF D14.10 = 1, ASK D14.10b

D14.10b Satisfaction with police response

Overall, how satisfied were you with the way the police handled the matter? Were you very satisfied, fairly satisfied, neither satisfied nor dissatisfied, a bit dissatisfied or very dissatisfied?

- 1 Very satisfied
- 2 Fairly satisfied
- 3 Neither satisfied nor dissatisfied
- 4 A bit dissatisfied
- 5 Very dissatisfied
- 6 [DK / cannot remember / refuses to say]

IF D14.10b = 4 OR 5, ASK D14.10c

D14.10c Why not satisfied (MR)

For what reasons were you dissatisfied? You can give more than one reason.

<< INT: MULTIPLE RESPONSES ARE POSSIBLE. DO NOT READ OUT RESPONSE CATEGORIES BELOW, BUT CODE ANSWERS IN THE MOST APPROPRIATE CATEGORY >>

1	Didn't do enough
2	Were not interested
3	Didn't find or apprehend the offender
4	Didn't recover my property (goods)
5	Didn't keep me properly informed
6	Didn't treat me correctly / were impolite
7	Were slow to arrive
8	Other reasons
9	DK (spontaneous)

IF D14.10 = 1, ASK D14.11

D14.11 Receive any information about what happened

Did you receive any information from the police about what happened in your case - for instance, did they say they had caught someone, or that they were not in a position to take things further?

1	Yes
2	No
3	[DK / cannot remember / refuses to say]

D14.12 Contact victim support

In some countries, agencies have been set up to help victims of crime by giving information, practical or emotional support. Did you have any contact with a specialised victim support agency after this incident?

1	Yes
2	No
3	[DK / cannot remember / refuses to say]

IF D14.12 = 1 ASK D14.12b

D14.12a What type of contact (MR)

What type of contact did you have? Was it a letter, a phone call, or did you personally meet with the victim support agency?

1	Letter
2	Phone call
3	Met with victim support agency
4	[DK / cannot remember]

IF D14.12 = 2 or 3, ASK D14.12b

D14.12b Support useful

Do you think that the services of a specialised agency to help victims of crime would have been useful for you after this incident?

1	Yes
2	No
3	[DK / cannot remember / refuses to say]

END OF SECTION – GO TO D15.1

D15 ASSAULTS / THREATS – PEOPLE NOT KNOWN

IF C15 = 1, ASK D15.1, ELSE GO TO D16.1

D15.1 When (MR)

You mentioned you have been assaulted or threatened by someone you did not know. Remember that your answers will, of course, be treated confidentially and anonymously.

I want to know when this happened. Was it within the last 12 months – i.e., since [12 months before date of interview]. Or was it before this?

<< INT: IF RESPONDENT HAS BEEN VICTIM MORE THAN ONCE, CODE ALL TIME PERIODS THAT APPLY >>

1	Last 12 months
2	Before that
3	[DK / cannot remember]

<p><i>IF D15.1 = 1, ASK D15.1s. ELSE GO TO D15.2</i></p> <p>D15.1a How often in last 12 months</p> <p>How often did it happen in the last 12 months?</p> <ol style="list-style-type: none"> 1 Once 2 Twice 3 Three times 4 Four times 5 Five times or more 6 [DK / cannot remember / refuses to say] 	
<p>D15.2 Where did it happen</p> <p>(The last time) where did this incident happen? Was it in or around your home, in your neighbourhood or town, somewhere elsewhere in [country], or did it happen abroad?</p> <p><< INT: IF VICTIM MORE THAN ONCE OVER THE PAST FIVE YEARS, ASK ABOUT THE LAST TIME THIS HAPPENED >></p> <ol style="list-style-type: none"> 1 In or around own home (main or secondary residence) 2 In neighbourhood or town 3 Elsewhere in [country] 4 Abroad 5 [DK / cannot remember / refuses to say] 	
<p>D15.3 Force used or threat</p> <p>(The last time), can you tell me what happened? Were you just threatened, or was force used?</p> <ol style="list-style-type: none"> 1 Just threatened 2 Force used 3 [DK / refuses to say] 	
<p>D15.4 Weapon used</p> <p>Did any of the offenders have a weapon or something they used or threatened to use as a weapon?</p> <ol style="list-style-type: none"> 1 Yes 2 No 3 [DK / cannot remember / refuses to say] 	
<p><i>IF D15.4 = 1, ASK D15.4a</i></p> <p>D15.4a Kind of weapon</p> <p>What did he / she / they use as a weapon? Was it a gun of some sort, a knife, or something else?</p> <p><< INT: DO NOT READ OUT. IF MORE THAN ONE WEAPON, MARK THE HIGHEST ON THE LIST >></p> <ol style="list-style-type: none"> 1 Gun (of some sort) 2 Knife 3 Something else 4 [DK / cannot remember / refuses to say] 	
<p><i>IF D15.3 = 2 OR 3, ASK D15.5. IF D15.3 = 1, GO TO D15.6</i></p> <p>D15.5 Injury</p> <p>Were you bruised, scratched, cut or injured in any way?</p> <ol style="list-style-type: none"> 1 Yes 2 No 3 [DK / cannot remember / refuses to say] 	
<p><i>IF D15.5 = 1, ASK D15.5a</i></p> <p>D15.5a Treatment for injury</p> <p>Did you visit a doctor, health centre or hospital because of the incident?</p> <ol style="list-style-type: none"> 1 Yes 2 No 3 [DK / cannot remember / refuses to say] 	

D15.6 Emotional impact

To what extent is the incident still on your mind? Do you never think about it, sometimes think about it, think about it quite often, or does it dominate your life.

- 1 Never
- 2 Sometimes think about it
- 3 Think about it quite often
- 4 Dominates my life
- 5 [DK / refuses to say]

D15.7 Alcohol

At the time the incident happened, did you think the offender was under the influence of alcohol and / or drugs?

- 1 Yes
- 2 No
- 3 [DK / cannot remember]

D15.8 Whether due to discrimination (MR)

Do you believe this crime happened because of, or partly because of your ethnic or immigrant status, religion or belief, disability, age, or sexual orientation?

<< IF ONLY A 'YES' ANSWER, ASK WHAT THE RESPONDENT BELIEVED WAS THE REASON >>

- 1 Ethnic or immigrant status
- 2 Religion or belief
- 3 Disability
- 4 Age
- 5 Sexual orientation
- 6 Not due to any of these
- 7 [DK / cannot remember / refuses to say]

D15.9 Incident reported to the police

(The last time this happened) did you or anyone else report the incident to the police?

- 1 Yes
- 2 No
- 3 [DK / cannot remember / refuses to say]

IF D15.9 = 1, GO TO D15.9b

IF D15.9 = 3, GO TO D15.11

IF D15.9 = 2, ASK D15.9a

D15.9a Why police were not informed (MR)

Why not?

<< INT: MULTIPLE RESPONSES ARE POSSIBLE. DO NOT READ OUT RESPONSE CATEGORIES BELOW, BUT CODE ANSWERS IN THE MOST APPROPRIATE CATEGORY >>

- 1 Not serious enough / no loss / kid's stuff
- 2 Inappropriate for police / police not necessary
- 3 Police could do nothing / lack of proof
- 4 Police won't do anything about it
- 5 Fear / dislike of the police / didn't want involvement with police
- 6 Reported to other authorities instead
- 7 Solved it myself / my family resolved it / perpetrator known to me
- 8 No insurance
- 9 Fear of reprisals
- 10 Inconvenient / police too far away / too much trouble
- 11 Other reasons
- 12 Don't know

GO TO D15.11

<p><i>IF D15.9 = 1, ASK D15.9b</i></p> <p>D15.9b Satisfaction with police response</p> <p>Overall, how satisfied were you with the way the police handled the matter? Were you very satisfied, fairly satisfied, neither satisfied nor dissatisfied, a bit dissatisfied or very dissatisfied?</p> <p>1 Very satisfied 2 Fairly satisfied 3 Neither satisfied nor dissatisfied 4 A bit dissatisfied 5 Very dissatisfied 6 [DK / cannot remember / refuses to say]</p>	
<p><i>IF D15.9b = 4 OR 5, ASK D15.9c</i></p> <p>D15.9c Why not satisfied (MR)</p> <p>For what reasons were you dissatisfied? You can give more than one reason.</p> <p><< INT: MULTIPLE RESPONSES ARE POSSIBLE. DO NOT READ OUT RESPONSE CATEGORIES BELOW, BUT CODE ANSWERS IN THE MOST APPROPRIATE CATEGORY >></p> <p>1 Didn't do enough 2 Were not interested 3 Didn't find or apprehend the offender 4 Didn't recover my property (goods) 5 Didn't keep me properly informed 6 Didn't treat me correctly / were impolite 7 Were slow to arrive 8 Other reasons 9 DK (spontaneous)</p>	
<p><i>IF D15.9 = 1, ASK D15.10</i></p> <p>D15.10 Receive any information about what happened</p> <p>Did you receive any information from the police about what happened in your case - for instance, did they say they had caught someone, or that they were not in a position to take things further?</p> <p>1 Yes 2 No 3 [DK / cannot remember / refuses to say]</p>	
<p>D15.11 Contact victim support</p> <p>In some countries, agencies have been set up to help victims of crime by giving information, practical or emotional support. Did you have any contact with a specialised victim support agency after this incident?</p> <p>1 Yes 2 No 3 [DK / cannot remember / refuses to say]</p>	
<p><i>IF D15.11 = 1 D15.11a</i></p> <p>D15.11a What type of contact (MR)</p> <p>What type of contact did you have? Was it a letter, a phone call, or did you personally meet with the victim support agency?</p> <p>1 Letter 2 Phone call 3 Met with victim support agency 4 [DK / cannot remember]</p>	
<p><i>IF D15.11 = 2 OR 3, ASK D15.11b</i></p> <p>D15.11b Support useful</p> <p>Do you think that the services of a specialised agency to help victims of crime would have been useful for you after this incident?</p> <p>1 Yes 2 No 3 [DK / cannot remember / refuses to say]</p>	

END OF SECTION – GO TO D16.1

D16 ASSAULTS / THREATS – PARTNERS	
<p><i>IF C16 = 1, ASK D16.1, ELSE GO TO D17.1</i></p> <p>D16.1 When (MR)</p> <p>You mentioned you have been assaulted or threatened by a partner / ex-partner. Remember that your answers will, of course, be treated confidentially and anonymously.</p> <p>I want to know when this happened. Was it within the last 12 months – i.e., since [12 months before date of interview]. Or was it before this?</p> <p><< INT: IF RESPONDENT HAS BEEN VICTIM MORE THAN ONCE, CODE ALL TIME PERIODS THAT APPLY >></p> <ul style="list-style-type: none"> 1 Last 12 months 2 Before that 3 [DK / cannot remember] 	
<p><i>IF D16.1 = 1, ASK D16.1b.</i></p> <p>D16.1a How often in last 12 months</p> <p>How often did it happen in the last 12 months?</p> <ul style="list-style-type: none"> 1 Once 2 Twice 3 Three times 4 Four times 5 Five times or more 6 [DK / cannot remember / refuses to say] 	
<p>D16.2 Where did it happen</p> <p>(The last time) where did this incident happen? Was it in or around your home, in your neighbourhood or town, somewhere elsewhere in [country], or did it happen abroad?</p> <p><< INT: IF VICTIM MORE THAN ONCE OVER THE PAST FIVE YEARS, ASK ABOUT THE LAST TIME THIS HAPPENED >></p> <ul style="list-style-type: none"> 1 In or around own home (main or secondary residence) 2 In neighbourhood or town 3 Elsewhere in [country] 4 Abroad 5 [DK / cannot remember / refuses to say] 	
<p>D16.3 Force used or threat</p> <p>(The last time), can you tell me what happened? Were you just threatened, or was force used?</p> <ul style="list-style-type: none"> 1 Just threatened 2 Force used 3 [DK / refuses to say] 	
<p>D16.4 Weapon used</p> <p>Did any of the offenders have a weapon or something they used or threatened to use as a weapon?</p> <ul style="list-style-type: none"> 1 Yes 2 No 3 [DK / cannot remember / refuses to say] 	
<p><i>IF D16.4 = 1, ASK D16.4a</i></p> <p>D16.4a Kind of weapon</p> <p>What did he / she / they use as a weapon? Was it a gun of some sort, a knife, or something else?</p> <p><< INT: IF SEVERAL WEAPONS, MARK THE HIGHEST ON THE LIST >></p> <ul style="list-style-type: none"> 1 Gun (of some sort) 2 Knife 3 Something else 4 [DK / cannot remember / refuses to say] 	

<p><i>IF D16.3 = 2 OR 3, ASK D16.5. IF D16.3 = 1, GO TO D16.6</i></p> <p>D16.5 Injury</p> <p>Were you bruised, scratched, cut or injured in any way?</p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK / cannot remember / refuses to say]</p>	
<p><i>IF D16.5 = 1, ASK D16.5a</i></p> <p>D16.5a Treatment for injury</p> <p>Did you visit a doctor, health centre or hospital because of the incident?</p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK / cannot remember / refuses to say]</p>	
<p>D16.6 Emotional impact</p> <p>To what extent is the incident still on your mind? Do you never think about it, sometimes think about it, think about it quite often, or does it dominate your life.</p> <p>1 Never</p> <p>2 Sometimes think about it</p> <p>3 Think about it quite often</p> <p>4 Dominates my life</p> <p>5 [DK / refuses to say]</p>	
<p>D16.7 Who was the offender in partner incidents</p> <p>At the time of the incident, was the offender your spouse, partner or boyfriend / girlfriend, your ex-spouse, ex-partner, ex- boyfriend / girlfriend?</p> <p><< INT: MEANS RELATIONSHIP AT TIME OF THE OFFENCES >></p> <p>1 Spouse or partner (at the time)</p> <p>2 Ex-spouse or ex-partner (at the time)</p> <p>3 Boyfriend / girlfriend (at the time)</p> <p>4 Ex-boyfriend / ex-girlfriend (at the time)</p> <p>5 Refuses to say (spontaneous)</p>	
<p>D16.8 Alcohol</p> <p>At the time the incident happened, did you think the offender was under the influence of alcohol and / or drugs?</p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK / cannot remember]</p>	
<p>D16.9 Whether due to discrimination (MR)</p> <p>Do you believe this crime happened because of, or partly because of your ethnic or immigrant status, religion or belief, disability, age, or sexual orientation?</p> <p><< IF ONLY A 'YES' ANSWER, ASK WHAT THE RESPONDENT BELIEVED WAS THE REASON >></p> <p>1 Ethnic or immigrant status</p> <p>2 Religion or belief</p> <p>3 Disability</p> <p>4 Age</p> <p>5 Sexual orientation</p> <p>6 Not due to any of these</p> <p>7 [DK / cannot remember / refuses to say]</p>	
<p>D16.10 Incident reported to the police</p> <p>(The last time this happened) did you or anyone else report the incident to the police?</p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK / cannot remember / refuses to say]</p> <p><i>IF D16.10 = 1, GO TO D16.10b</i></p> <p><i>IF D16.10 = 3, GO TO D16.12</i></p>	

<p><i>IF D16.10 = 2, ASK D16.10a</i></p> <p>D16.10a Why police were not informed (MR)</p> <p>Why not?</p> <p><< INT: MULTIPLE RESPONSES ARE POSSIBLE. DO NOT READ OUT RESPONSE CATEGORIES BELOW, BUT CODE ANSWERS IN THE MOST APPROPRIATE CATEGORY >></p> <ol style="list-style-type: none"> 1 Not serious enough / no loss / kid's stuff 2 Inappropriate for police / police not necessary 3 Police could do nothing / lack of proof 4 Police won't do anything about it 5 Fear / dislike of the police / didn't want involvement with police 6 Reported to other authorities instead 7 Solved it myself / perpetrator known to me 8 My family resolved it 9 No insurance 10 Fear of reprisals 11 Inconvenient / police too far away / too much trouble 12 Other reasons 13 Don't know <p style="text-align: right;"><i>GO TO D16.12</i></p>
<p><i>IF D16.10 = 1, ASK D16.10b</i></p> <p>D16.10b Satisfaction with police response</p> <p>Overall, how satisfied were you with the way the police handled the matter? Were you very satisfied, fairly satisfied, neither satisfied nor dissatisfied, a bit dissatisfied or very dissatisfied?</p> <ol style="list-style-type: none"> 1 Very satisfied 2 Fairly satisfied 3 Neither satisfied nor dissatisfied 4 A bit dissatisfied 5 Very dissatisfied 6 [DK / cannot remember / refuses to say]
<p><i>IF D16.10b = 4 OR 5, ASK D16.10c</i></p> <p>D16.10c Why not satisfied (MR)</p> <p>For what reasons were you dissatisfied? You can give more than one reason.</p> <p><< INT: MULTIPLE RESPONSES ARE POSSIBLE. DO NOT READ OUT RESPONSE CATEGORIES BELOW, BUT CODE ANSWERS IN THE MOST APPROPRIATE CATEGORY >></p> <ol style="list-style-type: none"> 1 Didn't do enough 2 Were not interested 3 Didn't find or apprehend the offender 4 Didn't recover my property (goods) 5 Didn't keep me properly informed 6 Didn't treat me correctly / were impolite 7 Were slow to arrive 8 Other reasons 9 DK (spontaneous)
<p><i>IF D16.10 = 1, ASK D16.11</i></p> <p>D16.11 Receive any information about what happened</p> <p>Did you receive any information from the police about what happened in your case - for instance, did they say they had caught someone, or that they were not in a position to take things further?</p> <ol style="list-style-type: none"> 1 Yes 2 No 3 [DK / cannot remember / refuses to say]

D16.12 Contact victim support

In some countries, agencies have been set up to help victims of crime by giving information, practical or emotional support. Did you have any contact with a specialised victim support agency after this incident?

- 1 Yes
- 2 No
- 3 [DK / cannot remember / refuses to say]

D16.12a What type of contact (MR)

What type of contact did you have? Was it a letter, a phone call, or did you personally meet with the victim support agency?

- 1 Letter
- 2 Phone call
- 3 Met with victim support agency
- 4 [DK / cannot remember]

IF D16.12 =2 OR 3, ASK D16.12b

D16.12b Support useful

Do you think that the services of a specialised agency to help victims of crime would have been useful for you after this incident?

- 1 Yes
- 2 No
- 3 [DK / cannot remember / refuses to say]

END OF SECTION – GO TO D17.1

IF C17 = 1, ASK D17.1, ELSE GO TO SECTION E, QUESTION E.1

D17.1 When (MR)

You mentioned you have been assaulted or threatened by someone you knew. Remember that your answers will, of course, be treated confidentially and anonymously.

I want to know when this happened. Was it within the last 12 months – i.e., since [12 months before date of interview]. Or was it before this?

<< INT: IF RESPONDENT HAS BEEN VICTIM MORE THAN ONCE, CODE ALL TIME PERIODS THAT APPLY >>

- 1 Last 12 months
- 2 Before that
- 3 [DK / cannot remember]

IF D17.1 = 1, ASK D17.1b.

D17.1a How often in last 12 months

How often did it happen in the last 12 months?

- 1 Once
- 2 Twice
- 3 Three times
- 4 Four times
- 5 Five times or more
- 6 [DK / cannot remember / refuses to say]

D17.2 Where did it happen

(The last time) where did this incident happen? Was it in or around your home, in your neighbourhood or town, somewhere elsewhere in [country], or did it happen abroad?

<< INT: IF VICTIM MORE THAN ONCE OVER THE PAST FIVE YEARS, ASK ABOUT THE LAST TIME THIS HAPPENED >>

- 1 In or around own home (main or secondary residence)
- 2 In neighbourhood or town
- 3 Elsewhere in [country]

4	Abroad
5	[DK / cannot remember / refuses to say]
<p>D17.3 Force used or threat</p> <p>(The last time), can you tell me what happened? Were you just threatened, or was force used?</p> <p>1 Just threatened</p> <p>2 Force used</p> <p>3 [DK / refuses to say]</p>	
<p>D17.4 Weapon used</p> <p>Did any of the offenders have a weapon or something they used or threatened to use as a weapon?</p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK / cannot remember / refuses to say]</p>	
<p><i>IF D17.4 = 1, ASK D17.4a</i></p> <p>D17.4a Kind of weapon</p> <p>What did he / she / they use as a weapon? Was it a gun of some sort, a knife, or something else?</p> <p><< INT: IF SEVERAL WEAPONS, MARK THE HIGHEST ON THE LIST >></p> <p>1 Gun (of some sort)</p> <p>2 Knife</p> <p>3 Something else</p> <p>4 [DK / cannot remember / refuses to say]</p>	
<p><i>IF D17.3 = 2 OR 3, ASK D17.5. IF D17.3 = 1, GO TO D17.6</i></p> <p>D17.5 Injury</p> <p>Were you bruised, scratched, cut or injured in any way?</p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK / cannot remember / refuses to say]</p>	
<p><i>IF D17.5 = 1, ASK D17.5a</i></p> <p>D17.5a Treatment for injury</p> <p>Did you visit a doctor, health centre or hospital because of the incident?</p> <p>1 Yes</p> <p>2 No</p> <p>3 [DK / cannot remember / refuses to say]</p>	
<p>D17.6 Emotional impact</p> <p>To what extent is the incident still on your mind? Do you never think about it, sometimes think about it, think about it quite often, or does it dominate your life.</p> <p>1 Never</p> <p>2 Sometimes think about it</p> <p>3 Think about it quite often</p> <p>4 Dominates my life</p> <p>5 [DK / refuses to say]</p>	
<p>D17.7 Who was the offender in incidents by people known</p> <p>Can you tell me who the offender was? Was it a date, a relative, a neighbour, a friend, a colleague, or someone else?</p> <p>1 Date</p> <p>2 Relative</p> <p>3 Neighbour</p> <p>4 Friend</p> <p>5 Colleague</p> <p>6 Customer / client</p> <p>7 Someone else</p> <p>8 Refuses to say (spontaneous) / DK</p>	

D17.8 Alcohol

At the time the incident happened, did you think the offender was under the influence of alcohol and / or drugs?

- 1 Yes
- 2 No
- 3 [DK / cannot remember]

D17.9 Whether due to discrimination (MR)

Do you believe this crime happened because of, or partly because of your ethnic or immigrant status, religion or belief, disability, age, or sexual orientation?

<< IF ONLY A 'YES' ANSWER, ASK WHAT THE RESPONDENT BELIEVED WAS THE REASON >>

- 1 Ethnic or immigrant status
- 2 Religion or belief
- 3 Disability
- 4 Age
- 5 Sexual orientation
- 6 Not due to any of these
- 7 [DK / cannot remember / refuses to say]

D17.10 Incident reported to the police

(The last time this happened) did you or anyone else report the incident to the police?

- 1 Yes
- 2 No
- 3 [DK / cannot remember / refuses to say]

IF D17.10 = 1, GO TO D17.10b

IF D17.10 = 3, GO TO D17.12

F D17.10 = 2, ASK D17.10a

D17.10a Why police were not informed (MR)

Why not?

<< INT: MULTIPLE RESPONSES ARE POSSIBLE. DO NOT READ OUT RESPONSE CATEGORIES BELOW, BUT CODE ANSWERS IN THE MOST APPROPRIATE CATEGORY >>

- 1 Not serious enough / no loss / kid's stuff
- 2 Inappropriate for police / police not necessary
- 3 Police could do nothing / lack of proof
- 4 Police won't do anything about it
- 5 Fear / dislike of the police / didn't want involvement with police
- 6 Reported to other authorities instead
- 7 Solved it myself / perpetrator known to me
- 8 My family resolved it
- 9 No insurance
- 10 Fear of reprisals
- 11 Inconvenient / police too far away / too much trouble
- 12 Other reasons
- 13 Don't know

GO TO D17.12

IF D17.10 = 1, ASK D17.10b

D17.10b Satisfaction with police response

Overall, how satisfied were you with the way the police handled the matter? Were you very satisfied, fairly satisfied, neither satisfied nor dissatisfied, a bit dissatisfied or very dissatisfied?

- 1 Very satisfied
- 2 Fairly satisfied
- 3 Neither satisfied nor dissatisfied
- 4 A bit dissatisfied

5	Very dissatisfied
6	[DK / cannot remember / refuses to say]

IF D17.10b = 4 OR 5, ASK D17.10c

D17.10c Why not satisfied (MR)

For what reasons were you dissatisfied? You can give more than one reason.

<< INT: MULTIPLE RESPONSES ARE POSSIBLE. DO NOT READ OUT RESPONSE CATEGORIES BELOW, BUT CODE ANSWERS IN THE MOST APPROPRIATE CATEGORY >>

1	Didn't do enough
2	Were not interested
3	Didn't find or apprehend the offender
4	Didn't recover my property (goods)
5	Didn't keep me properly informed
6	Didn't treat me correctly / were impolite
7	Were slow to arrive
8	Other reasons
9	DK (spontaneous)

IF D17.10 = 1, ASK D17.11

D17.11 Receive any information about what happened

Did you receive any information from the police about what happened in your case - for instance, did they say they had caught someone, or that they were not in a position to take things further?

1	Yes
2	No
3	[DK / cannot remember / refuses to say]

D17.12 Contact victim support

In some countries, agencies have been set up to help victims of crime by giving information, practical or emotional support. Did you have any contact with a specialised victim support agency after this incident?

1	Yes
2	No
3	[DK / cannot remember / refuses to say]

D17.12a What type of contact (MR)

What type of contact did you have? Was it a letter, a phone call, or did you personally meet with the victim support agency?

1	Letter
2	Phone call
3	Met with victim support agency
4	[DK / cannot remember]

IF D17.12 =2 OR 3, ASK D17.12b

D17.12b Support useful

Do you think that the services of a specialised agency to help victims of crime would have been useful for you after this incident?

1	Yes
2	No
3	[DK / cannot remember / refuses to say]

END OF SECTION – GO TO SECTION E, QUESTION E.1